Abstract of the Master Thesis

Master’s Degree

International Project Management

(Building, Real Estate and Infrastructure)

Exploring productivity through Lean Management: An in depth study of a consulting engineering firm

Submitted by: Sergio Lizarazo
Student Matriculation No: 810554
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Supervisors: Prof. Dr.-Ing. Falk Huppenbauer
University of Applied Sciences Stuttgart
Prof. Dipl.-Ing. Ina Karbon
University of Applied Sciences Stuttgart
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Lean Management has proven itself to be a successful method to increase the effectiveness of companies around the world by adding value to the end product and bringing production processes closer to the customer. Even though its origins are traced back to the manufacturing automotive industry, the application of concepts can also be used in a systematic way in the service industry. The following case study, explores the application of lean management philosophy to increase the productivity at a civil engineering consulting firm located in Gainesville, FL, USA, currently facing process inefficiencies in a high-demand market. The research follows a qualitative approach and uses interviews and process observations as the main method for gathering information, while Value Stream Mapping as the main lean tool for the analysis. Therefore, the case study offers a deep explanation on different lean concepts, explores current processes at the engineering firm, identifies process inefficiencies, uncovers opportunities for improvement, proposes a framework for implementation and identifies implications that could arise from the realization of the recommendations.