



"Lean is not a technique, product or process but it is a mind game. Quality is key."

Dr N Ravichandran
Lucas-TVS

MANUFACTURING

Mind game

Dr N Ravichandran, president (operations) of Lucas-TVS, said the aim of lean manufacturing is to make an organisation flow without stagnation of inventory, machines and people. "Lean is not a technique, product or process but it is a mind game," he said. The goal is to achieve cost and time reduction as well as quality enhancement in a consistent manner. Companies must realise the difference between activity and achievement. An activity becomes value-added only if a customer is willing to pay for it. It doesn't matter if the product has been tested a thousand times; all the customer wants is quality, said Dr Ravichandran.