

## An Application of Lean Thinking at the Cargo Transport Area

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**Abstract :** This paper presents a case study of Lean Thinking at the cargo transport area. Lean Office principles are considered the application of Lean Thinking focusing on the service area and it is based on Lean Production concepts. Lean production is a philosophy that was born and gained ground after the Second World War when the Japanese Toyota Company developed a process of identifying and eliminating waste. Many researchers show that most part of the companies decide to adopt the principles created at Toyota especially in the manufacturing sector, but until 90's, has no major applications for the service sector. Due to increased competition and the need for competitive advantage, many companies began to observe the lean transformation and take it as reference. In this study, a key process at a cargo transport company was analyzed using Lean Office tools and methods: a current state map was developed, main wastes were identified, some metrics were used to evaluate improvements and a priority matrix was used to identify action plans. The obtained results showed that Lean Office has a great potential to be successful applied in cargo air transport companies.

**Keywords :** lean production, lean office, logistic, service sector

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