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PEOPLE DEVELOPMENT SYSTEM AS A PILLAR IN IMPLEMENTING LEAN FOR PUBLIC SECTOR

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ABSTRACT

Human factor plays an important role in ensuring lean process management to be successful and provides good proposition for the success of the organisation in the long run. One of the main elements of people is their problem solving capability in identifying and eliminating wastages. The purpose of this paper was to review the challenges faced by the public sector and find the solution to integrate LEAN concept in their daily business. The paper also proposed the conceptual framework of people development system which can help public sector to enhance employees’ capability in identifying and eliminating wastages continuously and effectively.

Keywords: lean, people development system, problem solving capabilities, public sector.

1.0 INTRODUCTION

In today’s competitive world, the success of social development depends upon a competent, well-functioning government and public sector (UN Expert Group Meeting, 2003). But however, no organisation in business and even in public sector in developing countries can afford to reduce and to eliminate the waste resources whenever they face the challenge of delivering a wide range of services essential for development – from infrastructure and social services to the functioning of the legal system and enforcement of property rights – all of which pose the challenge of how to get governance “right”. In both organisations the most underutilized resource is their people.

Since the good governance has always been important in organisations, even before it became fashionable, actually people are one of the few appreciating assets an organisation has. But governance is complex, both as an idea and in the work needed to realize good governance even though governance has infused our collective conscience and