This interactive case study presents the operations model of IKEA, making an emphasis on the LEAN and AGILE way of management.

This interactive case study includes the following sections:

- The case section detailing IKEA’s lean service policy
- A simulation exercise
Through the use of different photos, interviews, videos and explanations, students discover how IKEA manages its operations from a LEAN point of view.
The case study includes a simulator of the customer flow inside the store.

Using questions, graphs and animations, students practice the operations concepts studied in the first part of the case. As well as this they can see the effect of their decisions and their efficiency to manage and correct different situations that may arise in the store.