

Lean Service and Lean Office Workshop

Reduce delays, hassle, clutter, and rework!

Learn by Doing

2-Day Workshop

Want a simple way to reduce hassle, delays, rework, and clutter which results in saving time, effort, energy, and money? If you answered "yes", then applying the principles of Lean to your service processes and office is the way to go. Lean is an important part of improving just about every service process, the office, and can even be applied in the home. Lean principles, when properly applied, result in both increased speed and efficiency and lower costs while maintaining or improving the current quality levels. This course is designed for service processes and the office environment. It is not just a reworked course originally designed for manufacturing. All examples are service and office related with a few home examples included. Most lean projects are designed to be implemented and effective within a month, and some within a day or two. They can be applied to individual, group, department or company processes.

This two-day class will cover using and applying lean techniques that can be applied to a service process or office environment. You will learn lean tools and methods and then immediately apply them on a project in your company.

These techniques include:

- 5S, Value stream mapping, Spaghetti Diagram, Process maps, Error Proofing, Standard work, Layout, Point of Use Storage, Cellular Designs, Quick Changeover, Self Inspection, Autonomation, Change Management, Lean Kaizen Events

Benefits of Attending

Learn a skill that can:

- Apply the skill on the job as part of the class
- Be applied to many areas
- Get rid of non-value adding steps in work processes
- Reduce delays, hassle, rework
- Make you and your company more productive
- Improve the speed of service
- Be used in just about every job

Who should Attend

Ideal for improvement-oriented managers, supervisors, professionals, and administrators who are involved in or supervise any type of service or office process. Applicable to all service organizations or departments.

Course Scope

This class will cover using and applying lean techniques that can be applied to a service process or office environment. These techniques include: 5s; Value Stream Mapping; Spaghetti Diagram; Process Maps; Error Proofing; Standard Work; Layout; Point of Use Storage; Cellular Designs; Quick Changeover; Self Inspection; Autonomation; Change Management; Lean Kaizen Events.

Course Objectives

You will understand and be able to apply lean tools to a lean project. Some of the specific learning objectives are:

1. To understand and be able to apply key lean tools and techniques.
2. Complete a lean project within your company and obtain the benefits
3. Be able to apply selected lean tools and techniques to future lean projects

Course Outline

There are four parts to this workshop:

- A. Before Class (1/2 hour)
 - a. Participant will work with instructor to select a project where lean can be applied within your company and scoped to be completed and implemented in 8 hours work time. Usually this is a process or work area you are responsible for or involved in.
- B. Day 1 of the Workshop (8:00 a.m. - noon)
 - a. Learn and practice in class lean tools
- C. Between noon on Day 1 and 1:00 p.m. on Day 2 of the Workshop
 - a. Apply the Lean Principles you learned by carrying out and completing your Lean project within your company (8 hours)
- D. Day 2 of Workshop (1 p.m. – 4 p.m.)
 - a. Report to the class on your Lean project; Get feedback; Share lessons learned that are key to implementation

Deliverables

1. Understand key Lean tools and techniques.
2. Be able to apply lean tools to complete a work related lean project.

Method of Evaluation

Through observation and evaluation of assigned lean project, class exercises, open questions and/or class discussion, attendance, and an evaluation form, the student will demonstrate his/her ability to successfully complete the required outcomes. Certificates of Attendance are given to all students who complete the 12 hours course work and completed the lean project. CEU credit will be assigned a grade of "S" Satisfactory.

Register on-line below, or call The Quality Center, 22 N. Front Street, Suite 200, Memphis, TN 38103: Phone: 901-543-3530

email: tfranks@memphischamber.com

Time: 8:00 AM to 4:00 PM EACH DAY (Parking and Lunch included)

Fees: \$499/\$479 (Chamber discount): call for discount for two or more