

Lean Methods – Process Improvement

Why Lean?

Lean Methods is a 2-day seminar proven to **enhance workplace performance**. The seminar takes a hands-on, cradle-to-grave approach to applying the principles and techniques of *Lean* – identify customers, what customers want, value stream processes, eliminate waste and continually improve. At the heart of the seminar, and the center of *Lean* implementation, is value stream mapping and continuous improvement (Kaizen).

Featured benefits of the seminar are:

- ✓ Participants apply their learning in a team-oriented, experiential learning environment, and
- ✓ Each participant receives a variety of ready-to-use *Lean* tools and charting templates that expedites the process of *Lean* activities.

In concert with organizational leadership and strategies, *Lean Methods* **build capacity, involve employees and improve the bottom line**. It teaches people the *what* and *how* of managing change and improvement in a way that can be *easily understood* and *readily applied*. It's training and education that works!

What is the seminar like?

Lean Methods goes far beyond the classroom to confront the real world problems of improving workplace performance. Through simulation-based learning and team interactions, participants experience the results and benefits of *Lean Methods*. That knowledge and experience is then readily transferred to workplace projects. This **hands-on** approach with a workplace focus is a recognized advantage of *Lean Methods* over conventional training.

What are the seminar's objectives?

To improve workplace performance. Participants' learn:

- ✓ Visual techniques to display customer data and workplace performance,
- ✓ To diagram and analyze the value stream, and identify and eliminate waste,
- ✓ Lean methods that have an immediate and significant impact on performance,
- ✓ Process improvement (Kaizen) methods, team formation and group dynamics,
- ✓ To identify customers, determine customer value and understand customer satisfaction,
- ✓ The fundamentals of processes and systems, as well as its core components (SIPOC), and
- ✓ To analyze workplace performance, e.g., performance measures, flow mapping, cause-and-effect diagrams, sampling, testing, customer data analysis, consensus building, and more.

How are the objectives achieved?

Participants analyze customer data that indicates dissatisfaction with results. Teams are formed and directed to improve performance. Lectures are scheduled at strategic points to provide participants with the *Lean* knowledge and tools to improve workplace performance. Simulations and team activities allow participants to put theory into practice. Participants **identify customer value/requirements, value stream activities, identify/eliminate non-value-adding activities, design experiments, test theories, make improvements, analyze data, display performance** and more.