



## Introduction to LEAN Office

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### 1. The Challenge

What is the biggest challenge in your office or workflow processes? \_\_\_\_\_

\_\_\_\_\_

2. History: \_\_\_\_\_

\_\_\_\_\_

**Core Processes:** Taking the proper actions in the \_\_\_\_\_ sequence at the \_\_\_\_\_ time to create value for the customer.

### 3. What is LEAN Office?

A work improvement methodology that focuses on eliminating waste, eliminating non-value added activities, reducing costs and improving efficiency -- without sacrificing safety, value to the customer or customer service.

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4. Six Sigma DMAIC ( Define, Measure, Analyze, Improve, Control) \_\_\_\_\_

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\_\_\_\_\_

### 5. Office Waste (Muda)

Four Categories \_\_\_\_\_

Seven Types: \_\_\_\_\_

## 6. Five Principles

1. Define Value \_\_\_\_\_
2. Identity the Value Stream \_\_\_\_\_
3. Create Flow \_\_\_\_\_
4. Create Pull \_\_\_\_\_
5. Create a Culture \_\_\_\_\_

## 7. Four Rules

1. Specify All Activities \_\_\_\_\_
2. Define Connections \_\_\_\_\_
3. Define Pathways \_\_\_\_\_
4. Continuously Improve \_\_\_\_\_

## 8. LEAN Ideals and Objectives (Deliver, Produce, Respond, Treat)

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## 9. LEAN Tools

- Forms & Checklists
- 5S
- Visual Controls
- Kaizen Events

## Implementing LEAN Office

- A four session (90 minutes per session) course every offered every other week  
9:00-10:30 PDT, 11:00-12:30 CDT and 12:00-1:30 EDT  
June 2, June 16 , June 30 July 14  
All sessions will be recorded and available as replay
- Training and skill development to create and implement VSM (Value Stream Management) 5S, Visual Tools, Controls & Mapping, Kaizen Events & Case Studies
- Includes a primer on terms and concepts, learning resources, forms, and checklists.
- \$149.00 per person - Eligible for CEU credits, industry dependent.

Registration at <http://www.simplified.com>

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