



Course Overview & Outline

Founded on the principles of Six Sigma and LEAN Manufacturing which evolved out of the highly productive Toyota Production System, LEAN Office is a work improvement methodology focused on eliminating waste (which includes non-value added activities) reducing costs and improving efficiency.

Integrating a highly structured 5-step process known as "5S", work areas are systematically cleaned, organized and optimized in regards to functionality. Ongoing emphasis on standardizing, maintaining and continuously improving office processes and systems employ tools and strategies such as Kaizen, Kanban Cards, JIT (Just In Time) , TAKT time, leveling and Visual Controls.

Implementing LEAN Office is offered as a five session (7 total hours) online course, Providing tools, resources and skill development to create and implement LEAN Office protocols.

The course includes a primer on terms and concepts, learning resources, forms, checklists and video tutorials. Participants engage in personalized case studies and homework activities and utilizes a web 2.0 collaborative platform to create and track team case studies.

Session 1: Introduction to LEAN Office

60 Minutes

- I. What is LEAN Office?
 - a. History
- II. LEAN Office and LEAN Manufacturing:
 - a. Principles
 - b. Lean Objectives and Ideals
- III. Components of LEAN Office
 - a. 5S
 - b. Kaizen Events
 - c. Value Stream Mapping
 - d. Visual Controls

Session 2: Implementing a 5S Event

90 Minutes

- I. The philosophy behind 5S
 - a. Goals and Outcomes
 - b. Benefits
 - c. Identifying and Targeting Waste
 - d. Avoiding the obstacles to successful implementation

- II. Initial Steps
 - a. Identify the Target Area
 - b. Management Support/Champion/Personal Commitment
 - c. Implementation teams (Team Charter, Training, Event agenda)
 - d. Baseline data, measuring
 - e. Focus and strategic alignment

- III. Preliminaries
 - a. Office Scan and Collecting data
 - b. Photograph current state
 - c. Checklists
 - d. Using a Project Storyboard

- IV. Sort
 - a. Goals and Criteria
 - b. Logistics

- V. Set in Order
 - a. Current State mapping
 - b. Spaghetti maps
 - c. Planning – Future State mapping
 - d. Carry out the plan
 - e. Make it obvious where things belong
 - f. Maximizing Flow

- VI. Shine
 - a. The goals and standards of Shine
 - b. Create a checklist for the Shine event

- VII. Standardizing the changes
 - a. Identifying best practices and ideal states
 - b. Documenting policies and procedures
 - c. Implementing Kanban cards and visual controls

- VIII. Sustaining Change.
 - a. Training
 - b. Establishing Habits
 - c. Audits and accountability

Session 3: Implementing a Kaizen Event

90 Minutes

- I. Overview of Kaizen
 - a. History
 - b. Benefits
 - c. 5 S & Kaizen Bridge
- II. Fundamental Concepts
 - a. Principles
 - b. Tools
 - i. Deming Cycle of Improvement PDCA
 - ii. 5 W's & 1 H
 - iii. 5 Whys
- III. Types of Improvement
 - a. Innovation
 - b. Change
 - c. Imitation
- IV. Organizational Aspects (Creating A Culture of Change)
 - a. Management Roles & Responsibilities
 - b. Employee Roles & Responsibilities
 - c. Team Aspects
 - d. Record Keeping
- V. The Kaizen Process
 - a. Defined
 - b. Map The Value Stream
 - c. Select the Focus
 - i. Measurements & Metrics
 - ii. Methodology (including JIT, TAKT Time, Pitch, Leveling)
 - d. Build The Team
 - e. Plan & Present
 - i. Keys to successful implementation
- VI. Conduct Kaizen Event
- VII. Celebrate
- VIII. Sustain The Gain

Session 4: Value Stream Mapping & Visual Controls 90 Minutes

- I. Introduction to Value Stream Management
 - a. Identify the Value Stream
 - b. Establishing Metrics
 - c. Value Stream Mapping
 - d. Implementation Plan
 - e. Improving Flow

- II. Using Visual Management Tools and Controls in LEAN Office
 - a. “Status at a Glance”
 - b. Display mission/company goals
 - c. Mapping
 - d. Charting
 - e. Training – instructions, directions, reminders, safety and standardization
 - f. Visual Management techniques

Session 5: Application of LEAN 90 Minutes

- I. Review of LEAN Principles, Rules and Tools
- II. Case Study and Practicum Reviews
- III. Next Steps
- IV. Additional Resources

The course fee is \$199.00 per participant (group discounts available) and meets eligibility requirements for professional CPE/CPU's across many industries.

Check the [here](#) for open registration.

If you are interested in team training or would like to talk with us about live team training for **Implementation of LEAN Office** on behalf of your organization, please call 541-788-7001 or email tracy@simplicated.com - Jocelyn Coverdale 410-392-6196
<mailto:theorganizer@ballantraesolutions.com>