leanapplied
Streamlining the Way of Business

Lean Action Work-Out Workshop

Lean Action Work-Out is the fundamental tools in reduce operating time, time and visualize operations, Front End to Back End processes, and dock to dock processes. World Class Organizations continue to exploit the Business Excellence model to make drastic improvements by the exploration of Lean-Kaizen that will allow leaders to gain the experience how process inhibitors can be eliminated effortlessly, thus creating an impact to bottom line.

Combination templates, lecture and other learning techniques from Lean Applied experienced practitioners will make the participants internalize the concepts. Utilizing the Discover – Analysis - Choice method, participants, will be able to apply and make connections how Lean-Kaizen will affect them and organization.

PROGRAM GOALS

This program is designed to be delivered in the workplace and equips delegates with the skills to apply Lean to identify and eliminate waste. Thus, at the end of this program, participants will experience the significant difference on how the Lean will impact their operations, processes, functions and more importantly, transformation to Business Excellence. Either beginner or expert, participants will deepen their perspective and skill of identifying opportunities, thus, creating improvement. The program closure is connecting the principles back to their respective processes through the exploration of the current state map to realizing the future state map.

Workshop Objectives

To familiarize team members with the concept of Lean Action Work Out by:
• Examining an existing process and preparing its current state map
• Brainstorming how to eliminate these wastes
• Preparing the future state map
• Developing an action plan for implementation

Course Content

Module One
• Introduction to Lean Action Workout
• Understand Lean Concept
• Discuss current value stream
• Start to collect data and map current process

Module Two
• Continue to collect data and prepare current state map

Module Three
• Concept and additional tools
• Identify wastes
• Clarify any queries
• Brainstorm changes

Module Four
• Continue to brainstorm future state
• Prepare future state map
• Develop action plan

TARGET GROUP: Customer Service Officers, Executive, Managers, support personals, supervisors and all employees who have the desire to deliver fast and efficient service to customers.

DURATION: 4 Days

PROGRAM INCLUDES: Course Materials, Templates, Handouts.

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