

# Lean Thinking for Improved Service

## Course outline

Provided by: Performance Management Consultants – PMC Training



<b>Reference no.</b>	184-26
<b>Duration</b>	2.00 day(s)   12:00 hours <sup>1</sup>
<b>Website link</b>	<a href="https://pmctraining.com/training/lean-thinking-for-improved-service/">https://pmctraining.com/training/lean-thinking-for-improved-service/</a>

### ***Zero-Cost Strategies for Saving Money and Adding Value***

Organizations in the public sector, non profit, or private sector are continually facing the challenge of saving money and providing improved service to customers with existing resources. In today's economic climate this takes on even greater importance.

All too often there is a lack of understanding about what activities really add value for clients. In addition, existing processes have bottlenecks, delays, re-work steps or built-in waste.

"Lean thinking" is a simple yet powerful approach to looking at the way you do things in order to make significant improvements. It can be applied to improve the productivity, quality and efficiency of any activity, program, product or service. Going lean is also a great way to become more green.

This workshop will provide you with the understanding you need to start seeing your workplace, project or program in a different way. You will harness the power of lean through a highly interactive and fun game that runs throughout the day. It will inspire you to find your own better way of doing things and equip you with basic knowledge to implement a simple lean initiative.

### **Learning outcomes**

#### **At the end of this workshop, you will be able to:**

- Understand how to see and map the process in any work situation
- Identify different types of processes for different types of knowledge worker
- Identify value and waste activity
- Target different types of waste for immediate impact
- Implement a simple lean improvement program
- Speak knowledgeably about lean and associated techniques
- Understand the potential for developing a lean culture within the organization

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<sup>1</sup> The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

## Workshop topics

### Background

- Overview of the history and pedigree of lean thinking
- Explanation of common terms such as Lean, Agile, Total Quality Management, Theory of Constraints and how they all fit together

### Lean Thinking

- 5 main components of lean thinking, using explanation, case study and ultimately experienced throughout the day in our Lean Process Game
- Different types of processes for different types of worker
- Simple process mapping technique
- The importance of systems thinking and taking the big picture
- Seeing the problem and the problem-solving frame of mind
- The different types of commonly found waste and simple techniques to tackle them
- The importance of leadership, buy-in and working as a team
- Developing the lean culture: lean is what you are – not what you do
- Go Lean to become green

### Next Steps

- How to start-off a lean initiative
- Available/required assistance for different complexities of lean initiative

## Prerequisites

There are no prerequisites for this course.

## Who should attend this course?

Managers, supervisors, team leads and anyone within an organization that wants to find ways to improve efficiency and/or quality of service. This workshop is primarily aimed at knowledge workers in government, non-profit organizations, healthcare, and the private sector. Those in the manufacturing sector will also gain a useful introduction to lean thinking from this workshop.