

## Lean for Administration (Office)

Lean for Administration is an intensive five-day program covering the elements, rules and tools needed for the Lean Office. This course is designed for administration or service organizations. **The course is conducted over a two month period (three days the first month and two days the second month) and project completion is required.**

### Course Content:

- **Introduction to Lean Enterprise** - *A history of Lean Enterprise and the need for change.*
- **Benefits:** *How Lean Enterprise benefits organizations in terms of productivity, cash flow, speed, quality, service levels and employee involvement.*
- **Features of Outstanding Service Organizations**
- **Lean People:** *Characteristics of "Lean People"*
- **Lean Elements, Rules and Tools** - *A comprehensive review of core Lean Enterprise concepts.*
- **Eliminating Waste** - *Detailed review of the 8 types of waste that exist in all processes and the barriers encountered when attempting to eliminate waste.*
- **Kaizen (Rapid Team Problem Solving) and Process Mapping-** *Kaizen is the engine that drives the transformation of traditional business processes to a Lean Enterprise and it is the vehicle for continuous incremental improvement. Process Mapping is included in this section as it is an integral part of Kaizen.*
- **Value** - *Determination of Value as the critical starting point for the Lean transformation as well as ongoing continuous incremental improvement*
  - Value Defined
  - Value- *External Customer*
  - Value- *Internal Downstream Customer*
  - Value- *The customer of an external supplier*
- **Value Stream Mapping** - *Understanding how to map the Value Streams for the entire Lean Enterprise and how to distinguish between value added and non-value added processes. How Value Stream Mapping is used as both a strategic and planning tool.*
- **Flow** – *Understanding the importance and benefits of **Flow** and how this benefits cost, speed, quality and personnel requirements.*

- Flow Defined
  - Standard Work
  - Takt Time
  - Flow Cells
  - One-need-flow versus traditional batch processing
  - Balancing Work
  - Level Loading
  - Spaghetti Charts
  - Identifying Process Variations
  - Location of Equipment/Supplies
- **Pull** - *Demand Based Systems.*
    - Pull Defined
    - Kanban
    - Point of Use
- **Perfection** - *Methods to employ process designs to improve overall quality and reduce costs.*
    - Perfection defined
    - Mistake Proofing
    - 5 Why's
    - Design for Ease of Use
- **Visual Workplace** - *Explanation of the Visual Workplace, and how can it be used to enhance productivity, pursue perfection and maintain a clean and safe workplace.*
  - **6S (Workplace Organization)** - *Comprehensive review of methods used to organize the workplace and provide a clean and safe environment that results in reduced costs.*
  - **Total Productive Maintenance** – *Brief Review of TPM and autonomous maintenance concepts.*
  - **Quick Change** – *Brief Review of Quick Change concepts and how these may be applied in the office.*

- **The Process of Change** – *How change is initiated, managed and evaluated. Why managing the process of change is critical.*
- **Policy Deployment:** *How to align the objectives of the entire organization toward achieving critical company goals.*
- **The Lean Transformation Plan** – *Roadmap and planning issues to be considered when conducting a Lean transformation.*
- **The Lean Roadblocks and Pitfalls**
- **Institutionalizing Lean** – *Keys to Success*