

The Lean Office workshop is an intensive 2-day session designed to teach participants the critical factors for successful Lean office enhancement. The workshop will guide attendees through highlighting of critical system level processes, identifying the significant steps in the process, clarifying the customer for each step, and improving the performance to the customers through the entire process chain.

Identifying the customer for each process is key to understanding the required outputs along the chain. Improving the speed, accuracy, and quality of the deliverable to each internal and external customer in the process is critical to the success of any Lean office initiative. Detailing the related sub-process steps clarifies the required inputs, activities, and outputs for each element of the business process.

Focusing on 'system-level' improvements (versus 'point improvements') is essential to assuring that change can be smoothly integrated into the organization. A system-level view of processes will often highlight improvement opportunities that converge with other work areas within the enterprise. Armed with these tools, the participant will be ready to tackle the challenge of enhancing the operation.

Common Lean improvement tools and techniques will be identified and the workshop participants will discuss how best to apply these techniques from a Lean system perspective. The common mistakes companies make by focusing on 'point' improvements versus 'system' improvement will be studied. 'Point' improvements create 'exciting chaos' while 'system' improvements create dramatic bottom line enhancements *and* cultural transformations.

The cycle of improving a process begins with the step of eliminating the non-value-add Waste from daily activities. Various elements of Waste will be defined from a KAIZEN Lean perspective. The class will identify and classify the different types of Waste they see within their own work environments and discuss mechanisms to eliminate those activities.

Enhancing the remaining process steps (through improved speed, accuracy, quality, reliability, and cost-effectiveness) will be detailed and techniques for successful implementation will be shared. Additionally, an examination of the company structure, its leadership, culture, and performance measures will be studied in terms of how they reinforce present behaviors. Alternative KAIZEN Lean measures will be introduced for consideration.

Program at a Glance

The Lean Office

- ◆ 2 Day On-site Workshop
- ◆ This workshop is for individuals who are responsible to develop an environment that identifies, implements, and sustains KAIZEN Lean changes in the organization, such as:
 - * Operational Leaders
 - * Value Stream Managers
 - * Human Resource

Benefits & Objectives

- ◆ Introduce the concept and tools for KAIZEN Lean in the office
- ◆ Hands-on analysis of a specific process in your office
- ◆ Learn to identify process customers
- ◆ Build internal skills for future office process improvement

The Facilitator

GEP Business Solutions brings more than just theoretical concepts to this workshop. We bring years of hand-on experience with the 3 critical components of business enhancement: process improvement, systems integration, and organizational development / change management. These skills allow us to convey a balanced approach to organizational enhancement success.

Related Workshops:

- ◆ Lean Leadership
- ◆ Lean Change Agent
- ◆ Value Stream Mapping

Related Classes:

- ◆ 1-day Lean Leadership Class
- ◆ 5-day Change Agent Class