

Aim of the programme

This practical and engaging course will give delegates a solid understanding of essential LEAN tools and project management techniques, enabling them to identify opportunities and lead improvement projects to improve processes.

It covers key Lean tools at the depth required for immediate implementation, as well as project management structures and tools. Delegates are encouraged to bring example issues and problem processes to the course, for use in exercises and to help facilitate immediate application of the tools once back in the workplace.

As a result of attending this course, delegates will be able to:

- Recognise best practice methods for problem solving and process improvement
- Identify opportunities for applying LEAN and improving performance of key metrics
- Apply key tools for understanding and improving processes to deliver maximum value for customers and shareholders
- Set up and manage Kaizen events in a team-based environment to deliver quick wins

Who is the course for?

This three-day programme is designed for individuals who will be leading improvement projects in the workplace, and who want to use Lean tools and techniques to develop effective processes. The course aims to provide not just Lean tools, but also a framework for application, in order to give delegates the confidence to run improvement projects as part of their current role.

Content – 3 days

The course includes the following core themes:

- Introduction to LEAN
 - o The principles of Lean and the Lean toolbox
 - o Running a lean project
 - o Lean roll out programmes
 - o The Lean Temple
- Identifying Value
 - o Working with data
 - o Voice of the Customer
 - o Kano Model
 - o Critical to Quality trees (CtQ)
- Mapping Value
 - o Swimlane process mapping
 - o Spaghetti Diagrams
 - o Value Stream Mapping
 - o Value add / non-value add
 - o Causes of waste
 - o 8 wastes (“Muda”)
- Flow
 - o Takt time
 - o Line balancing
 - o Mixed model scheduling

- Pull
 - o Pull systems
 - o Kanbans
 - o One piece flow
 - o Rapid changeovers (SMED – Single Minute Exchange of Dies)
- Standardising
 - o Standardised Work
- 5S
 - o Introduction to 5S
 - o The 5S steps
 - o The 5S toolkit
- Project Management
 - o Project Charters
 - o RACI charts
- Problem Solving
 - o Methodologies
 - o Root Cause Analysis
 - o 5 Why's
 - o Fishbone
 - o Is/Is Not
- Visual Management
 - o Problems with traditional reports
 - o Objectives of Visual Management
 - o Examples
 - o Team boards
- Benefits of Lean
 - o Benefits
 - o Typical projects

Structure of the programme

This is a three-day course that will consist of presentations, led discussion and interactive workshop exercises.