

Lean Service

Open Enrolment or Company-Specific
Duration: 4 days

This workshop takes the principles of process improvement one step further and looks at the implementation of waste reducing strategies.

Your objective

To improve the effectiveness of your organisation through the elimination of internal waste/duplication, increased flexibility and efficiency, and improved customer service in your key business processes.

You should attend this workshop because:

- You want to learn **how** to improve the effectiveness of your internal processes and the quality of service delivered to your customers - for the mutual benefit of your company, your customers and your people.

Why should lean service concern you?

If you work for a process-based business that provides a 'service'; your company is at a crossroads. Increased globalisation and improved communications through the Internet, provide both opportunities and threats to your organisation. Threats come from the potential to outsource your internal processes to lower-cost jurisdictions; whilst opportunities come from the potential to make your processes more effective and value-adding for both your customers and your business.

In order for your company to succeed (and counter the "lower costs = outsource" argument), you need to ensure that your processes are as productive as possible by eliminating waste. By becoming more productive and changing your processes to become very flexible, you will be better able to serve your customers in comparison to your competitors.

The problem is that it is difficult to see waste in your office processes because everything happens behind a computer screen; yet such waste is very costly. The good news is that the 'lean tools' successfully used in manufacturing can be applied to the Island's service industry.

What will you learn?

In just 4 days, this workshop will not only teach you how to use lean principles (to improve the productivity, flexibility and customer service levels of your key processes), but will also equip you to return to your organisation and actually implement what you have learned.

The workshop will be targeted specifically at your needs and combines 3 key elements:

1. Understanding what your customers **really** want.
2. Applying lean operations principles to eliminate waste/duplication in your processes.
3. Applying 'right-first-time' quality improvement techniques to reduce the internal delays created by requests for missing information.

If required, we can also offer post-workshop support to help you implement Lean Service techniques over the longer term.

WORKSHOP CONTENT

Day 1

- Introduction to lean principles
- Understanding what your customer wants
- Distinguishing real customer demand from 'failure' demand
- Understanding how your processes operate using 'value stream' mapping

Day 2

- Quantifying the capability of your processes
- Applying lean principles to achieve flow in your processes
- Implementing single piece, continuous flow

Day 3

- Applying lean principles to your service processes
- A business simulation for you to experience the practical application of lean techniques
- Right-first-time quality techniques
- Creating the perfect process using 6 sigma (a lean operational improvement methodology)

Day 4

- Changing management thinking
- Implementing the correct process
- Performance measures

"I can't wait to apply what I've learned on this workshop. There's so much we could be doing better."