



EMS Consulting Group

Lean Office: Value Stream Mapping for Administrative Processes

Description:

Course: LEA07

Business Processes – such as order entry, quoting, scheduling, design and engineering, purchasing and accounting – often eat up from 70% to 95% of the time that goes into the "order to cash" cycle time. In this course, participants will learn how to apply lean principles to such business processes. They will learn how to identify waste in an office environment, how to construct a current state value stream map, how to develop a lean future state value stream map, and how to implement the improvements.

Benefits of a Lean office include reduction of:

- Long lead times (waiting wastes)
- Inventory (queued-up work in your in-basket)
- Over-processing (excess paperwork, redundant approvals)
- Motion (inefficient work area design and layout)
- Defect/mistakes (incomplete/inaccurate information)
- Transportation and motion (complex tracking systems)

Outline:

- Lean/Value Stream Mapping Overview
- The Seven Types of Waste for Administrative Processes
- Current Condition Analysis: Mapping Office Value Streams
- Designing a Current State Map
- Team Exercise: Current State Map
- Characteristics of Lean Administrative Processes
- Creating a Lean Future Condition
- Designing a Lean Future State Map.
- Team Exercise: Future State Map
- Planning and Implementing the Future State
- Process Kaizen Tools for the Lean Office

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