



EMS Consulting Group

Lean Office Certificate Program

Description:

Curriculum: LEA08

The Lean Office Certificate program will assist those who would like to implement lean business processes in environments including customer service, purchasing, planning, accounting, and other service and knowledge-based work environments. This proven method is a series of four course modules designed to provide participants targeted technical competencies in lean.

Our lean experts will guide you through a series of course work, hands-on projects and simulations. You will learn how to apply each of the principles and tools of lean including Value Stream Mapping, continuous flow and pull, 5S, Visual Controls, and Kaizen Events and tools. Certification requires the completion of a lean project in your own company – to reinforce the learning and achieve real results in your specific environment.

Program Outline:

LEA01	Introduction to Implementing Lean
LEA07	Value Stream Mapping for Administrative Processes
KAI01	Kaizen Events: 5S, Visual Controls, and Mistake Proofing
PRJ01	Student In-House Lean Project

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Introduction to Lean Implementation

Description:

Course: LEA01

In this interactive learning experience, participants will learn a specific sequence of steps and initiatives comprising a lean manufacturing action plan that real managers in real companies can deploy.

Whether you have implemented some lean initiatives and want more from your program or you are not sure where to begin, this program will enable you to devise a lean manufacturing strategy and action plan for your organization.

Audience:

This course is designed for senior level operations/manufacturing executives, manufacturing and plant managers, production control managers and supervisors, materials managers and analysts, manufacturing and industrial engineers, industrial managers, operations engineers, purchasing personnel, and anyone involved in the changeover to a lean operation.

Outline

- Lean Manufacturing Overview
- Formulating a Lean Manufacturing Strategy for Your Organization
- Creating a Lean Manufacturing Culture
- Value Stream Mapping
- Re-organizing by Product Family and Value Stream
- Cells and Continuous Flow Manufacturing
- Material Flow and Pull Systems
- Using Kaizen Events for Continuous Improvement
- Kaizen Tools Overview
- Extending the Improvement to the entire Supply Chain

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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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Kaizen Events: 5S, Visual Controls, and Mistake Proofing

Description:

Course: KAI01

This course will teach the principles of process Kaizen. Process Kaizen events are highly focused continuous improvement activities that can be used to launch 5-S, TPM, Set-up Reduction/Quick Changeover, and/or Cellular Flow implementation projects. This course will teach you how to implement a kaizen activity and will focus on the process kaizen tools of 5S, visual controls, and mistake proofing (poka yoke).

Audience

This course is designed for manufacturing and plant managers, production control managers and supervisors, materials managers and analysts, manufacturing and industrial engineers, industrial managers, operations engineers, purchasing personnel, and anyone involved in the changeover to a lean operation.

Learning Objectives

Learn how to implement a kaizen event. Learn how to apply the tools of 5S, visual controls, and mistake proofing using kaizen.

Benefits

- Improved productivity
- Improved Quality
- Ability to elicit feedback from shop floor level employees (a valuable source of information)
- Improved employee morale
- Fast Implementation / High impact

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Kaizen Events: 5S, Visual Controls, and Mistake Proofing (Cont.)

Outline

- What is Process Kaizen?
- Selecting/Prioritizing Kaizen Events to Perform
- Planning a Kaizen Event
- Implementation
 - Training
 - Documenting Current Condition / Current State
 - Brainstorming
 - Creating Future Condition / Future State
 - Hands-on Implementation
 - Reporting and Follow-up
- 5S
 - Description of the 5 Pillars
 - Relationship Between 5S and Flow
 - Implementing Sort
 - Implementing Set in Order
 - Implementing Shine
 - Implementing Standardize
 - Implementing Sustain
- Visual Controls
 - Overview of Visual Factory
 - Elements of the Visual Factory
 - Waste Elimination: Case Examples
 - Benefits of the Visual Factory
 - How to Use Workplace Organization and Standardization: Five Keys to Workplace Organization
 - Overview of Visual Displays and Controls
- Mistake Proofing Techniques

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