



For organizations looking to minimize rework, complexity, defects, delays, and other forms of waste in their transactional business processes

## Creating a Lean Office

### Course Overview

Lean is not just a manufacturing activity! More and more organizations are realizing the potential for redesigning office and support operations using Lean principles. Creating a Lean office means eliminating activities from those operations that consume resources, add cost or time, but do not add value for your customers. If you are not currently using Lean methods in your administrative and support operations, this workshop will identify tools and methods that will help you:

• <i>Reduce paperwork process time up to 90%</i>	• <i>Reduce work in process up to 90%</i>
• <i>Improve on-time performance up to 90%</i>	• <i>Reduce errors up to 50%</i>

### In just eight-hours you will learn how to:

- *Use simulations to help people see Lean office opportunities*
- *Apply the basic principles of Lean in any administrative or support environment*
- *Use a proven, step-by-step method to drive waste out of your office and support operations*
- *Improve service speed and quality while simultaneously reducing costs*
- *Reduce office lead times by up to 90%*

### Who Should Attend

The entire management and office team – administration, planning, purchasing, engineering, accounting, sales, human resources and more – will benefit from this course.

### Course Prerequisites

There are no prerequisites for this training course.

### Course Duration

This course will take 1-day (8-hours) to complete.

### Training Course Fees

ETI Group can present this training program at your facility. Your cost, including workbooks and handouts for up to twelve participants is \$2,750. Additional participants, up to a maximum of twenty people will cost an additional \$50 per person. Please note that this training course can also be “tailored” to meet specific learning needs of your organization. For more information please contact: