LEAN SERVICE CERTIFICATE PROGRAM

Course Overview

In this comprehensive program you will learn how to plan, lead and manage a Lean improvement initiative in a service business. Tools and methods for applying the Lean improvement strategy will be introduced with hands-on exercises and tutorials to ensure rapid learning and knowledge retention. Participants will also be required to work on an organization-approved Lean improvement project during and between the training sessions. On completion of this training program you will:

- *Provide a financial return for your organization by completing a sponsored and approved Lean improvement project.*

- *Complete a Value Stream Map of core business processes and use this map to identify and prioritize future performance improvements.*

- *Understand current levels of performance of operations and how to orchestrate future performance improvements.*

- *Learn a structured approach to Lean and how to apply the Lean tools and methods in your organization's work environment.*

- *Learn how to plan and facilitate Kaizen Events (Rapid Improvement Workshops) and how the Kaizen Event approach creates breakthrough improvements in bottom-line business results*

- *Learn how to identify future Lean improvement projects aligned with your organization's priorities for customer satisfaction and profitability.*

Who Should Attend

This course is for managers, supervisors and team members, working in office, service and administrative environments who want to learn how to plan, lead manage a Lean initiative in their organization. This includes government, healthcare, finance, insurance, information technology, and people working in transactional processes in manufacturing organizations.

Course Prerequisites

Participants in this training course should be assigned an organization approved Lean improvement project to work on during and between the training sessions. The instructor will also be available to assist you to select an appropriate improvement project and to provide support on challenges presented by this project during and between the training sessions. No prior knowledge of Lean is required.

Course Duration

This course will take 10 days (80-days) to complete. Training sessions are delivered in five, 2-day sessions over a 3 - 4 month time frame. A training schedule and outline is provided on the page below.

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LEAN CERTIFICATE TRAINING PROGRAM SCHEDULE		
Date		**Topics Covered**
To be determined	Module 1	• Course Overview • Project Requirement • Lean Enterprise Overview • Lean Simulation
To be determined	Module 2	• War on Waste • Strategic Value Stream Mapping (VSM) • Tactical (Shop Floor) Value Stream Mapping
To be determined	Module 3	• Structured Problem Solving • The A3 and Its Uses
To be determined	Module 4	• Solutions: Key Lean Principles and Methods • Measurement Systems
To be determined	Module 5	• Mistake Proofing • Set Up Reduction
To be determined	Module 6	• Total Productive Maintenance (TPM) • Autonomous Maintenance
To be determined	Module 7	• Facilitating a Kaizen Event
To be determined	Module 8	• Creating a Lean Culture • Sustaining a Lean Culture
To be determined	Module 9	• Strategy Deployment • Optimizing Improvement Resource Allocation • Effective Meetings
To be determined	Module 10	• Project Presentations • Course Wrap Up

For service organizations looking to improve business results by reducing waste, rework, complexity and delays in their processes and system.

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Course Lean Certification

A Lean Office Certificate will be awarded to participants who complete the 10 training days, all classroom assignments and one Lean improvement project for their company. Completed improvement projects and assignments will be reviewed by the instructor for completeness and appropriate use of Lean tools and methods.

Training Course Materials

Participants in this training program will be provided with all necessary texts, workbooks, and templates.

Training Course Fees

ETI Group can present this training program at your facility. Your cost, including workbooks, materials and software for up to twelve participants is $22,500.00. Additional participants, up to a maximum of twenty people will cost an additional $475 per person. This training course can also be "tailored" to meet the specific learning needs of your organization.

For more information please contact:

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