



Lean Six Sigma Methods: for the office as well as the supply chain

Tools and techniques from Lean and Six Sigma methodologies are often very useful in pursuing the Right Way to Manage® war on waste. These methods can help improve all facets of enterprise — government, healthcare, sales, service, engineering, finance, other office functions and education, as well as manufacturing and supply chains.

Our training in Lean Office (we also offer training in Lean Six Sigma Production) is **simple enough that everyone in your organization can use these tools and methods to streamline the throughput, reduce capital requirements and improve the quality and reliability of their work.**

Our offerings include:

Lean Office Workshop

'Learn and Do' Value Stream Mapping

'Learn and Do' Kaizen

'Learn and Do' 5S

Lean Office Workshop

Until now, most of the benefits of Lean Six Sigma have gone to manufacturing and supply chain operations. But our **Lean Office Workshop** can help you gain profound breakthroughs in quality, speed and volume of throughput in your **office operations**.

Our powerful, hands-on 2 to 3 day workshop is organized around a real office simulation that illustrates the Seven Wastes in Office Processes and shows participants exactly how to gain dramatically faster throughput by redesigning the office operations with lean principles. After learning key lean principles, workshop participants break into teams to redesign the work, re-run the simulation, and measure the exciting results.

Methods taught include:

- Identifying the nuggets of “value” amidst the Seven Wastes in Office Processes
- Calculating the waste-to-value ratio
- “Office 5S” techniques that streamline both the physical office and the virtual workspace of forms and documents
- Group technology concepts that revolutionize traditional cross-training approaches
- Visual Management
- Quality at the Source
- Mistake-Proofing instead of inspection and rework
- Using kanbans to improve flow in service or office processes

'Learn and Do' Value Stream Mapping Workshop

In this eye-opening workshop, we teach you how to create a value stream of your own work process. Participants, selected from all areas of the process to be mapped, learn not just methods and techniques of value stream mapping, but they come to see their own work processes in an entirely different way!

- Learn how each piece of your work process affects the processes downstream
- Internalize how much effort is expended all along the way to cope with non-conformance, misalignment of priorities, and poorly defined specifications, and other waste
- Identify where the time goes and where and how the value leaks out of the flow
- See what the process would look like if everything were right
- Determine what is causing the biggest gaps between perfection and current reality

Engaging the expert in the process and others all along the value chain, this workshop helps you to develop a map of your value stream, add data and measurements, and categorize the activities to identify the waste and analyze the root causes. Most importantly, it helps participants to “see” the work and their own role in it in a whole new way.

'Learn and Do' Kaizen Improvement Workshop

Does your organization have difficulty moving beyond the idea stage to making improvements happen in a timely way? If so, Kaizen may be the approach you need. In this hands-on workshop, we will guide a team through making the improvements real.

The 4 or 5 day Kaizen workshop follows the value stream mapping and builds on the analysis and facts and data captured in value stream mapping. Based on this solid foundation, our facilitator will work with your group to prototype, test, and when appropriate, implement solutions to start getting good results immediately!

'Learn and Do' 5S Workshop

The Conway Model for 5S training is “Learn and Do”. The training consists of a 2 day workshop, beginning with the theory and mechanics of 5S.

Participants do hands on applications in the work area (plant, office, etc.) to drive home the learning elements and provide a model for future activity. This course demonstrates what 5S is, how to implement all five elements in an organization and calculate the ROI. Key course deliverables are:

- Understanding the five elements of 5S
- How to create a successful 5S culture
- Using the tools and techniques for a successful launch
- The keys to successful attainment and retention
- A real hands-on implementation of the 5S principles in a work area of the organization

