

Lean Process Improvement

Lean principles have come a long way over the past 300 years. From Benjamin Franklin's early ideas, to Henry Ford's work in the 1920's and the Toyota precepts in the 1930's, to Jeffery Liker's publication of *The Toyota Way* in 2004, Lean processes have evolved from a simple concept to a set of widely used best practices. This two-day course will give participants the foundation to begin implementing Lean process improvement tools in their workplace.

What Will Students Learn?

- ✓ Define Lean and its key terms
- ✓ Describe the Toyota Production System and the TPS house
- ✓ Describe the five critical improvement concepts
- ✓ Use the Kano model
- ✓ Identify and reduce various types of waste
- ✓ Create a plan for a more environmentally Lean organization
- ✓ Use the PDSA and R-DMAIC-S models
- ✓ Use Lean thinking frameworks, including 5W-2H, Genchi Genbutsu and Gemba
- ✓ Prepare for and complete a basic 5-S
- ✓ Describe the key elements of Kaizen events, particularly a Kaizen blitz
- ✓ Gather, analyze, and interpret data using flow charts, Ishikawa (fishbone) diagrams, SIPOC diagrams, and value stream maps
- ✓ Go back to their organization with a plan to begin incorporating Lean into their corporate culture

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

What Topics are Covered?

- ✓ Understanding Lean
- ✓ The Toyota Production System
- ✓ The Toyota Production System House
- ✓ The five critical improvement concepts
- ✓ Understanding value with the Kano Model
- ✓ Types of waste
- ✓ Creating a Lean enterprise
- ✓ The Plan, Do, Study, Act (PDSA) cycle
- ✓ Using the R-DMAIC-S model
- ✓ Lean thinking tools
- ✓ Kaizen events
- ✓ Data gathering and mapping
- ✓ A plan to take home

- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion