

## Principles of Lean Office

### *Bringing efficiencies to the front office*

Too often, organizations ignore the waste and delays built into non-manufacturing processes. Administrative inefficiencies can be more difficult to see than those in the manufacturing process and bottlenecks are not as obvious as they are on the shop floor. Organizations produce greater value with higher quality in less time when Lean strategies are applied to the office environment.

In the beginning, Lean tools and concepts were only applied on the factory floor. Today, organizations of all sizes are applying the power of Lean to their office and administrative process because front end inefficiencies and errors directly impact a customer's experience.

### Learn to

- Apply standard work concepts in an office
- Develop teamwork and cross training for more efficiency
- Apply Lean tools to reduce waste – including visual controls
- Identify waste in business processes

### Key Features

- Hands-on classroom simulation and lecture incorporating computer-based processing
- Identification of the eight wastes within a front office: overproduction, waiting, transport, inappropriate processing, unnecessary inventory, unnecessary motion, defects and excess stock as they relate to the office environment.

### Key Benefits

- Reduce cycle time
- Improve lead times
- Improve capacity
- Increase productivity
- Improve employee morale

### Results

- Companies have reported reducing order processing time by 30% after implementing Lean Office tools.
- Improve customer satisfaction
- Increase operational productivity and profitability

### Who Should Attend

This course is designed for anyone who works within an office environment. It is especially designed for engineering staff, office managers, administrative professionals, buyers/planners, production control, research design professionals among others.

