



Principles of Lean Office

Onsite - 8 Hours - Optimum Class Size: 6-10 Participants

Training Description:

Principles of Lean Office is a hands-on training that introduces participants to Lean concepts as they apply to non-manufacturing processes. The program includes classroom training on key Lean concepts as well as a hands-on, computer-based office simulation. Participants get to experience the transformation from a traditional inefficient administrative process to a more streamlined "Lean" process which motivates them to drive improvements in their own work processes. Traditionally, Lean tools and concepts were only applied on the factory floor. In an office environment, typical wastes include information errors, waiting for handoffs, and requiring multiple approvals. These above the shop floor procedures eat up production time. Organizations of all sizes must apply the power of Lean to their office and administrative processes because inefficiencies in these areas directly impact customer's experience. This training is delivered in person, onsite and is designed for anyone who works within an office environment. It is especially helpful for engineering staff, office managers, administrative professionals, buyers/planners, production control, research design professionals among others.

Training Objective:

This training alternates classroom lecture with a computer-based simulation that provides hands-on experiential learning of key tools and standard work concepts. As a result of this training, participants will be able to identify the "eight wastes" and apply Lean waste reduction tools such as visual controls, standard work, teamwork, and cross-training for efficiency.

Skill Attainment:

Participants will learn:

- To identify the "8 wastes" and develop a plan involving Lean concepts to enhance efficiency
- Apply Lean waste reduction tools to their office environment such as
 - Visual Controls
 - Standard Work
 - Teamwork
 - Cross-training for efficiency

Participants who have completed Lean Office training report an increase in customer satisfaction, profitability, and a decrease in processing times.

These skills are transferable within the company, industry and are highly desirable by any manufacturer.

Training Agenda:

- Introductions and expectations
- Basic Lean Awareness
 - Lean in office environment



- Value added and Non-value added
- Waste - “The 8 Wastes”
- Orientation to “Buzz Development”
- Round 1 Simulation - “Traditional Office”
- Debrief Round 1 - “Traditional Office”
- Introduction to Value Stream Mapping & Key Lean Tools
- Round 2 Simulation - “Improved Office”
- Debrief Round 2 - “Improved Office”