

# Lean Management in Services

Hands-on course of 2 days - 14h

Ref.: LEM - Price 2024: CHF1 470 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Define the projects where Lean applies
- Determine which Lean tools apply to a situation
- Deploy the approach along specific lines
- Adopt the Lean mindset to track the approach

## THE PROGRAMME

last updated: 06/2022

### 1) Foundations of Lean thinking

- Lean Management mindset.
- Difference between Lean Manufacturing and Lean in services.
- Lean and continuous improvement approaches.
- Principle of value-added for the customer.
- The notion of "waste".
- The process model.

*Hands-on work* : Participants discuss initiatives taken within their companies (reasons why they failed or succeeded). The seven wastes at Toyota: Searching for two forms of waste in what they do.

### 2) Where to start? Choosing Lean improvement projects.

- Process analysis (Value Stream Mapping).
- Quantification of savings (costs).

*Hands-on work* : Looking for areas where you can save on costs in your business.

### 3) Main Lean tools that apply to services

- DMAIC and problem-solving.
- The 5S.
- The Kaizen mindset.
- Implementing Kaizen projects.
- The seven wastes in services.
- The customer's voice: Kano diagram tool.

*Hands-on work* : DMAIC project charter.

### 4) How do you deploy lean management in services?

- The deployment plan.
- Performance indicators.
- Training.
- Leading the group at work.

*Hands-on work* : Understanding areas that the managerial team must work on when putting together a deployment plan.

### 5) How do you manage your team while adopting the "Lean Attitude"?

- Communication.
- Recognition.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Setting an example.
- Welcome problems!

*Hands-on work* : "The Toyota attitude" and waste elimination: The Deming cycle. Individual brainstorming about where you stand and what you should do next.

## **DATES**

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Contact us