

# Lean Management and Kaizen Continual Improvement Principles and Methodology Workshop



## Overview:

Lean Management has evolved to the extent that organisations are successfully implementing lean principles to improve both service and efficiency in; Financial Services, Retailing, NHS and Government Departments all over the world.

The programme consists of 6\* 1/2 day workshops designed for individuals and teams that want to be able to apply a proven lean methodology to improve their processes and then understand how to continually improve the process through the implementation of a structured kaizen continual improvement methodology.

## Who is it for?

This programme is designed for managers that will have responsibility for operational and service improvement within their organisation, including;

- Operations Managers
- Customer Service Managers
- Team Leaders
- Business Change Managers

## What are the Benefits?

By the end of the programme you will be able to;

- Understand how to improve efficiency without compromising service.
- Understand how to apply the lean methodology to identify and implement improvements to identified processes
- Understand how to continue improving the process with a structured kaizen improvement methodology.

## What is covered in the Workshop?

Modules 1 to 4 cover the Lean Management principles and methodology

Modules 5 to 6 cover the Kaizen continual improvement methodology

<b>Module 1 - Understand</b> 29 <sup>th</sup> April	<b>1. Define the problem</b> <ul style="list-style-type: none"> <li>• Process Charter</li> </ul> <b>2. Measure Phase (Understand)</b> <ul style="list-style-type: none"> <li>• Understand the process – process mapping the 'as-is' current process</li> <li>• Establish baseline performance</li> <li>• Lean business simulation (part 1)</li> </ul>
<b>Module 2 – Identify Waste</b> 6 <sup>th</sup> May	<b>3. Analyse Phase (identify waste)</b> <ul style="list-style-type: none"> <li>• Identify waste in the process (non value added activities)</li> <li>• identify root causes and sources of waste</li> </ul> <b>Value add and non-value add identification</b> <b>Implementing the principles of lean thinking to achieve improvements in operational performance;</b> <ul style="list-style-type: none"> <li>• Lean principles</li> <li>• Standardising the flow of 'Runners'</li> <li>• Right first time quality</li> <li>• Lean simulation (part 2)</li> <li>• Implementing lean improvements</li> </ul>
<b>Module 3 – Eliminate Waste</b> 13 <sup>th</sup> May	<b>4. Improve Phase (eliminate waste)</b> <ul style="list-style-type: none"> <li>• Use lean and quality principles to eliminate waste/root causes</li> <li>• Develop agreed 'to-be' process</li> </ul>

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<b>Module 4 – Improve Quality</b> 20 <sup>th</sup> May	<b>Improve Phase (improve quality and consistency)</b> <ul style="list-style-type: none"> <li>• Right first time quality</li> <li>• Standardising 'runner' products</li> </ul>
<b>Module 5 – Continuous Improvement</b> 17 <sup>th</sup> June	<b>Continuous Improvement – Kaizen Methodology Part 1</b> <ul style="list-style-type: none"> <li>• Understand the direction or challenge</li> <li>• Establish the current condition</li> <li>• Establish the target condition</li> <li>• Conduct PDCA improvements towards the target condition;</li> </ul>
<b>Module 6 – Continuous improvement</b> 24 <sup>th</sup> June	<b>Continuous Improvement – Kaizen Methodology Part 2</b> <ul style="list-style-type: none"> <li>• Plan improvements to implement towards the target condition</li> <li>• Do –implement solutions</li> <li>• Check –Was solution successful?                         <ul style="list-style-type: none"> <li>◦ What changes are needed for next proposed solution?</li> </ul> </li> <li>• Act - Plan the next proposed solution based on changes identified</li> </ul>

## Dates

The workshop will be delivered over 6 \* ½ days (1pm to 5pm) in April

- Mon 29<sup>th</sup> April, 6<sup>th</sup> May, 13<sup>th</sup> May, 20<sup>th</sup> May, 17<sup>th</sup> June, 24<sup>th</sup> June

**Location** - The Nunnery, Douglas

**Cost** - £790 (plus VAT)

- Please note that this workshop is eligible for the Dept Economic Development training assistance award of upto 30%, enabling the net cost to be reduced to £553 (+VAT) for most individuals and organisations.

We can run an 'in-company' workshop for you if you want to ensure that your managers have a common understanding of how to apply lean improvement methodology.

## IOM Lean Competency Framework

This course completes the Education and awareness requirements for the Lean Bronze competency level.

### Competency Level

#### Lean Bronze

- Lean Management certificate
- 1 Lean Process Review portfolio



#### Lean Silver

- Improvement KATA certificate
- 1 Improvement KATA portfolio
- 2 Lean Process Review portfolio



#### Lean Gold

- Lean Coaching certificate
- 5 Lean Process Review portfolio
- 5 Improvement KATA portfolio

### Knowledge and Experience

1. Attended 2 day Lean Management Principles workshop
  - Understand Lean Management methodology and principles
2. Lean Process Review Portfolio evidence of 1 review;
  - 'As-Is' Process mapping,
    - Baseline of PT, ET and VA
  - 'To-be' process developed,
    - Improvements identified (PT, ET, VA)
    - Implementation plan produced
1. Attended 1 day Improvement KATA workshop
  - Understand application of the Toyota Improvement KATA model
2. Lean Process Review Portfolio evidence of 2 reviews
3. Improvement KATA portfolio evidence of 1 exercise;
  - Current condition and Target condition
  - Application of PDCA cycles
1. Attended Lean Management Coaching workshop
  - Understand Coaching skills to conduct Lean reviews and change management skills to encourage implementation
2. Lean Process Review Portfolio evidence of 5 reviews
3. Improvement KATA portfolio evidence of 5 exercises.

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## Optional accreditation;

There are two accreditation options that can be chosen after the workshop;

### 1. Lean Bronze Level Competency

Prepare a Lean Process Review Portfolio with individual evidence showing the completion of 1 Lean review of a company process, including;

- Copy of the 'as-is' process map, including a summary of; process times, elapsed times, Value add, non-value add activities.
- Copy of the 'to-be' process map, including a summary of improvements identified; process times, elapsed times, Value add, non-value add activities.
- Copy of the implementation plan to implement the agreed changes.

### 2. Chartered Management Institute accreditation

Following the workshop participants can have the option of applying the lean management principles to their own business process and submitting this as evidence to pass the learning outcomes for the Chartered Management Institute - Resource Management Module, which covers improving business processes.

The evidence to be submitted is the same as the Lean Bronze Level;

- Copy of the 'as-is' process map, including a summary of; process times, elapsed times, Value add, non-value add activities.
- Copy of the 'to-be' process map, including a summary of improvements identified; process times, elapsed times, Value add, non-value add activities.
- Copy of the implementation plan to implement the agreed changes.

Participants can also apply the Kaizen continual improvement principles to improve their own internal processes or quality/service problems. This will then be submitted as evidence to pass the learning outcomes for the Chartered Management Institute - Improving Quality Module.

- Note that this will require a CMI registration fee of £185 which includes CMI membership

The quality improvement module can be submitted to achieve the Lean Silver level;

- Completing a kaizen (Kata) improvement of a process quality/service
  - Current condition
  - Target condition
  - PDCA improvement cycles

# Lean Management and Kaizen Continual Improvement Principles and Methodology Workshop



## Application Form

### 1. Course Details – Lean Management and Kaizen Continual Improvement Methodology Workshop

- I would like to attend both Lean management and Kaizen workshop of 6 \* ½ day workshops £790 (+VAT)  
 I would like to attend just the Lean management workshops of 4\* ½ day workshops (1 to 4) £580 (+VAT)  
 I would like to attend just the Kaizen workshops of 2\* ½ day workshops (5 to 6) £290 (+VAT)

#### Optional accreditations;

- I would like to complete Chartered Management Institute Unit 5004 : Improving Business Processes accreditation  
 I would like to complete Chartered Management Institute Unit 5003 : Improving Quality accreditation
- (Note that this will require a CMI registration fee of £185 which includes CMI membership)

### 2. Personal and Contact Details

Title \_\_\_\_\_ Full Name \_\_\_\_\_

Male  Female

Job Title \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Daytime Telephone \_\_\_\_\_

Email \_\_\_\_\_

### 3. Why do you wish to attend this workshop?

Please include details of any specific challenge or development need that you hope to address during this course.

### 4. Please give brief details of your current role:

### 5. Emergency Contact(s)

Name(s) \_\_\_\_\_

Relationship to You \_\_\_\_\_

Telephone(s) \_\_\_\_\_

### 6. Training and Development Contact

Please provide details of the primary person responsible for Training and Development in your organisation.

Title \_\_\_\_\_ Full Name \_\_\_\_\_

Job Title \_\_\_\_\_

Daytime Telephone \_\_\_\_\_

Email \_\_\_\_\_

### 7. Payment Details

Your Source(s) of Funding:

Self  Employer  Other

Invoicing Details (if different to your address in Section 2)

Title \_\_\_\_\_ Full Name \_\_\_\_\_

Job Title \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Reference \_\_\_\_\_

### 8. Declaration

I declare that the information given on this form is correct.

I understand that end2endacademy is the trading name of Perfectnow and

I will be invoiced by Perfectnow Ltd, who administer and deliver the course.

I agree to abide by the quality procedures and examination rules and regulations of end2endacademy and APMG.

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

Please return completed forms to:

Email: [info@end2endacademy.com](mailto:info@end2endacademy.com)

T: +44 (0)7624 471420

Mail: Peter Ginty, Perfectnow Ltd, Altadore, Bradda Road, Port Erin, IM9 6QA