

Lean Workshop for Service Organizations

Description

POS-IMPACT LLC offers public and private workshops and training in the principles of Lean for Service Organizations. Expert Lean instructors will lead your workforce through a highly interactive experience of hands-on simulation in transactional process operations, interspersed with classroom instruction.

In the offices of the Department of Approvals, a simulated, not-for-profit government agency, workshop participants progressively implement Lean tools to experience a transition from a traditional office setting to an efficient Lean service environment. Participants continuously track progress of improvements by collecting data in a report card and monitoring performance measures through all the simulations.

The workshop leads management and workforce teams through the application and use of Lean tools in making immediate process improvements. In this half-day workshop participants see the direct impact of the Lean transformation on themselves and the whole workforce. They undergo changing workplace roles and culture and see the positive impact on agency operations and productivity. Ultimately, their experiences result in the dramatic impact of a Lean Transformation from the traditionally organized office to a more productive and efficient one by eliminating process wastes. In this way, your real-life agency or not-for-profit organization can gain a competitive edge in your marketplace and better satisfy customer and stakeholder needs and requirements.

Learning Objectives

Using techniques to engage adult learners, this workshop will help participants:

- Understand the frustrations inherent in a traditional office environment and the negative effects on agency performance
- Learn how to recognize opportunities for improvement
- Learn how to apply and implement Lean concepts and tools to take advantage of opportunities
- Recognize the benefits of becoming a transformed Lean enterprise

Workshop Summary

The course is an overview of the impact you can achieve by identifying process wastes and implementing fundamental Lean concepts to eliminate the wastes.

Elimination of the Eight Wastes: Implementing Lean practices gives you an advantage over competitors and improves your budget performance. The process begins by eliminating the eight wastes inherent in traditional organizations:

- Overproduction
- Excess Duplication
- Waiting Time
- Excess Motion
- Excess Transportation
- Defects and Rework
- Non-Value Adding Processing
- Underutilized Minds

Lean Implementation: The following Lean concepts are among those introduced and applied:

- Workplace Organization
- Quality at the Source
- Demand Pull
- Cellular Flow
- Teamwork
- Process Layout
- Point of Use Storage (POU)
- Mistake-Proofing

POS-IMPACT LLC
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