Lean Support Processes Course Outline

Lesson 1 | Tackling Waste

- Identify the seven wastes.
- Explain value-adding versus non-value adding.
- Define value from customer's perspectives.
- Briefly describe how each of the seven wastes detracts value from a process.

Lesson 2 | Process Mapping

- Define the bounds of a workflow.
- Use a variety of process (workflow) mapping techniques.
- Identity hand-offs, disconnects, incomplete communication and rework loops as non-value-adding components (or waste.)
- Plan improvements to workflows.
- Consider a move from batch processing to continuous (or one-piece) flow.

Lesson 3 | Streamline the Process

- Know what Takt Time means.
- Identify process bottlenecks.
- Calculate Process Cycle Efficiency.
- Understand how to balance workloads within a process workflow.
- Calculate First Pass Yield.
- Be familiar with workflow and work station layout considerations.

Lesson 4 | 5S's in the Office

- Identify each of the 5S's.
- Know how to clear clutter from a work area.
- Explain the rationale for selecting effective designated storage locations.
- Understand how to maintain the work area's appearance and use preventive measures to keep it clean.
- Describe what it means to standardize and why standardization is important.
- Know how to use audits to sustain workplace organization and to prevent backsliding.

Lesson 5 | Error-Proofing Overview

- Understand the error-proofing mindset.
- Be aware of common error-proofing techniques.
- Comprehend the Transaction Model (consisting of the server-side and customer-side.)
- Know how to use basic root cause analysis tools.

Lesson 6 | TPM for Support Processes

- Be aware of TPM's impact on the Seven Wastes.
- Recognize TPM's influence on reliability and uptime of business process support systems.
- Begin measuring Overall Equipment Effectiveness.

Lesson 7 | Lean Support Process Measures

- Measure Lean efforts by tracking Process Cycle Efficiency trends.
- Create a Balanced Scorecard to track waste reduction.
- Audit 5S activities to maintain workplace organization momentum.
- Monitor uptime, throughput rates and yields using Overall Equipment Effectiveness.
- Develop two-dimensional surveys to gather meaningful customer feedback.

Challenge

- An assessment of the learner's progress in this course.