



### Increasing the efficiency of your Business Processes

- This training program offers the opportunity to understand and deploy a structured methodology to redefine office processes and suppress the causes of waste in the administrative services.
- The primary objective is to optimize the effectiveness of the administrative activities of your company by reducing processing times and costs, while improving the reliability and the quality of information. It provides a new vision of the administrative processes, focused on value-added activities, in a continuous improvement process.

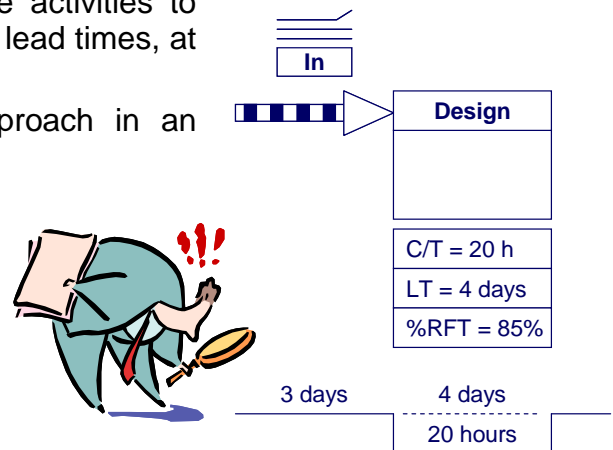
By using Lean concepts on your administrative or office environment, your company can create a competitive advantage by providing better financial and planning forecasts as well as improving business efficiency with faster response times.

### Attendees

- Directors and managers of administrative, financial, purchasing and human resources departments.
- Engineers and product development staff.
- Continuous improvement managers, leaders and change agents.
- Value Stream managers involved in continuous improvement projects.

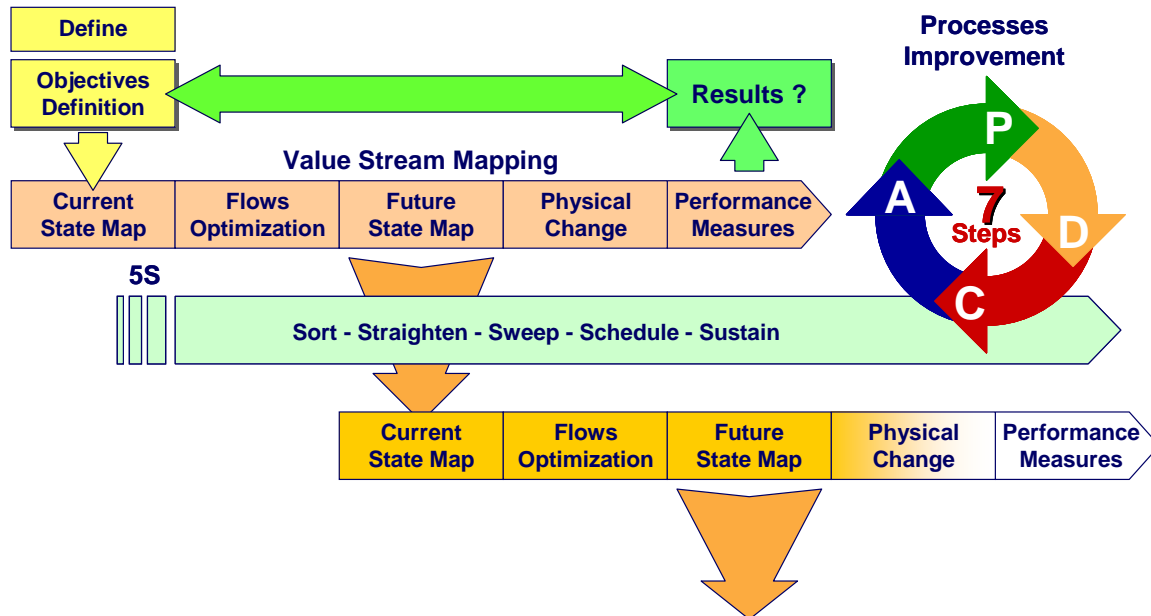
### Learning Objectives

- Principles of Lean in the Office.
- Identify and eliminate the "8-Deadly Wastes" in the office environment.
- Draw, analyze and redesign your administrative Value Streams.
- Clarify information flows with the objective to increase Customers satisfaction.
- Implement a continuous work flow pulled by Customers demands.
- Develop the ability of the administrative activities to provide a zero-defect service, with faster lead times, at the right cost.
- Understand the benefit of the 5S approach in an administrative environment.
- Improve your processes with the 7-Step problem solving techniques.
- Adopt a Lean Thinking to improve continuously your administrative processes.





## Lean in the Office Roadmap



## Training Methods

- Step by step approach focused "Customers Satisfaction", with the objectives to :
  - Improve Quality,
  - Improve On-time Delivery,
  - Reduce operating Costs,
  - ... By eliminating causes of Waste.
- Using a real administrative case study, this training program provides a comprehensive understanding of the Lean concepts and fundamentals in the Office. Key points such as electronic and manual information flows (from suppliers to Customers), sources of waste identification, 5S, Value Stream improvement using pull systems and 7-Step problem solving method are developed, discussed and demonstrated to conduct an effective Lean transformation.
- Our teaching approach is founded on the concept to "Train the Trainers" rather than to transmit only a technical know-how.
- Handbook including all training modules, case study, exercises, tools used and value stream icons guide is delivered to each participant.

**Public Training : 2-day Workshop – 1120 €+ VAT per person**

*For On-Site Training, please contact us at : [contact@leanflowconsulting.com](mailto:contact@leanflowconsulting.com)*

## Optional Implementation Services

An optional 2-day service is offered in addition with this workshop to assist the participants in the completion of an on-site event.





### Program Content

#### Module 1 : LO101US – Value Stream Mapping for Office

- Value Stream Mapping in office environment,
- Process analysis – Drawing your Current State of Value Stream map,
- Administrative Lean flows :
  - Elimination of office waste,
  - Lead-time reduction,
  - Continuous "One-paper flow", pulled & paced by Customers demands,
  - Administrative process improvement,
- Process re-engineering – Drawing your Future State of Value Stream map,
- Physical change & implementation plan.

#### Module 2 : LO102US – 5S

- 5S in the administrative environment – Foundation of continuous improvement :
  - Basic rules to implement 5S,
  - Standardized activities, ...

#### Module 3 : LO103US – 7 Steps to Improve Processes

- 7-Step problem solving model, using "P-D-C-A" Cycle :
  - Describe the problem,
  - Describe the current process,
  - Identify the root causes,
  - Develop a solution with an action plan,
  - Implement retained solution,
  - Check & evaluate the results,
  - Act on learning's & identify new opportunities of improvements.

#### Module 4 : LO104US – Lean Flow in the Office Methodology

- Lean Flow in the Office Roadmap,
- Step by step approach to applying Lean initiatives.





## **Lean Flow Consulting**

### *Consulting & Assistance*

Lean Flow Consulting assists steering committee and top-management to define improvement strategies shared with all key people involved in your process of transformation.

Lean Flow Consulting supports and leads members and dedicated teams throughout, and for each step of your Continuous Improvement, Lean Manufacturing, Lean Office and Lean Enterprise initiatives :

- Definition of assessment and improvement plan,
- Identification of training courses requirements,
- Specifics training sessions for implementation teams,
- Assistance to simplify, redesign and optimize material flows,
- Support to implement visual management tools,
- Follow-up until the appropriation of methodology by the Customer.

Lean Flow Consulting also assists manufacturing companies for punctual or specific events such as :

- Value stream management in the offices (Lean Office),
- Supply chains optimization,
- Mixed-Model Value Stream Mapping,
- Implementation of material replenishment with Kanban,
- Statistical Process Control (SPC),
- 7-Steps Problems solving methodology.

### *Skills & Knowledge*

Master Demand Flow® Technology.

Black-Belt 6 Sigma.

Lean Manufacturing & Lean Office.

15 years of flow manufacturing experience in worldwide companies :

- HVAC/R Products & Equipment,
- Aerospace, Electronic,
- Automotive, ...

Employees & project team members training :

- Demand Flow® Technology,
- 6 Sigma & Statistical Process Control,
- Continuous Improvement,
- Value Stream Mapping,
- Lean Manufacturing, Lean Flow Technology & Lean Office,

Demand Flow® Technology Training Centers implementation,

Mixed-Model lines, cells & fabrication feeders design & implementations,

Production facilities rearrangement in France & Europe,

6 Sigma Black-Belt projects leader.

### **Other Education Programs :**

**Lean Flow Technology,**

**Lean Flow Mapping,**

**Statistical Process Control (SPC),**

**7-Steps to Improve Processes,**

**FMEA, 5S, ...**

### **Information – Registration :**

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