

LEAN FOR SERVICE



Introduction

Lean has the ability to address a wide range of problems faced by service organizations, such as complexity reduction, sales force productivity enhancement, operations risk control, cost leadership, combining scale with flexibility, service excellence and improving employee morale and involvement. Service organizations worldwide are beginning to realize that only those organizations that are efficient and able to meet the changing needs of customers will survive the fierce competition of the marketplace. Adopting Lean puts anyone in a position more likely to build an intimate relationship with customers and build a foundation of operational excellence.

This 2-day Lean for Service training will provide participants with a clear understanding of the fundamental principles behind Lean in a service or transactional environment. Common Lean improvement tools and techniques will be identified and the class will discuss how best to apply these techniques from a Lean system perspective. Different types of waste will be defined from a Lean point of view and successful methods used to eliminate waste will be discussed. The course will also discuss other key factors within a service organization necessary to sustain Lean. Exercises will be used to surface concepts and Lean applications during the course.

Objectives

- Introduce the concept of Lean for Service
- Enable participants to learn how to identify waste and waste elimination opportunities in a service / transactional environment
- Enable participants to plan a practical route for the implementation of Lean in a service / transactional environment

Duration

2 days | 9am – 5pm | 14 hours

Who should attend

All personnel in service or transactional processes who are directly involved with Lean initiatives.

Course Fees

Member: S\$684.52
Non-Member: S\$758.64

All fees stated are inclusive of Registration Fee & 9% GST

Award of Certificate

Certificate of Completion will be issued to participants who have attended at least 75% of the course.



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Course Contents

- Lean Principles and how to deploy Lean Thinking in a service / transactional environment
- Various forms of Waste employees should learn to 'see' in a service or transactional environment to eliminate the waste
- Selection of Business Process families and Value Streams
- Organizing operations to meet customer demand
- The relationship between quality and turnaround time, the Lean quality approach
- Checking at Source, Immediate Feedback and Mistake Proofing to prevent errors
- Making Business Processes flow
- Business Process Connections
- Batch and Queue versus Single-Piece Flow
- Implementing Single-Piece flow
- Workload balancing and Work Area Design
- FIFO processing, how FIFO surfaces issues in a service / transactional process
- Setup Times in relation to business processes and interruptions
- The benefits of Pull versus Push system
- Signaling systems
- Example implementations of Pull
- Planned Flexing and the use of Buffer and Safety Resources
- Creating Virtual Cells and Work Flow Cycles in a service / transactional environment
- Leveling demand and Leveling the Mix of 'Services' provided, establishing the Operations Cycle Interval
- Organizing the Workspace for better productivity (5S)
- The use of Visual Management and why use Immediate Feedback
- Implementing Lean and organizing for the Rapid Projects
- Introduction to Value Stream Mapping for a service / transactional environment



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