

Operational Excellence

MMTC-West User Group

Administrative Lean User Group

Organizations who have pursued a lean enterprise by adopting an administrative lean model have achieved significant results:

- Decreasing transaction lead time by 90% and using fewer resources
- Providing services in hours when it used to take days
- Increasing information quality and flow
- Creating a whole new business/profit center by turning a knowledge center into a revenue generator.



User Group Description

The Administrative Lean User Group will help an organization eliminate waste in its administrative functions by helping a company identify the root causes of waste by applying the same principles of lean used in its manufacturing processes.

- Product – Understand what the customer wants from the activity and how the activity adds value.
- Policy – Move as much of the decision-making authority to the people closest to the customer.
- Procedure – Simplify, combine and eliminate steps in the process.
- Position – Move activities upstream to the point of origination and/or combine the task into one function.
- People – Train, Train, Train. Support this training with strong leadership.

The tools are similar to what organizations apply in the manufacturing environment. The methodology is structured differently and how an organization defines a “product family” may involve a mental shift in thinking. The key is to systematically analyze the flow and work on processes that will provide the biggest return to the customer.

Output/Benefits

We know that the best means to learn and refine a process or tool is to both see and participate in its application. This learning by doing approach and the report out process will keep the process moving and achieve the lasting results organizations know are possible with administrative lean systems.



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Format

The Administrative Lean User Group will be structured to provide:

- Meetings held on a regular basis at a host company.
- Potential topics for in-depth analysis include: material & information flow mapping, product development & engineering, month end closing process, order entry, invoicing, purchasing, paperwork for shipping and receiving, inventory management, customer service, etc. The hosting company and the needs of the network will drive exact topics.
- Cost saving ideas that you can implement right away.
- Tools to keep track of return on investment through a unique report card system.

Curriculum

The first session will outline the User Group's activities, topics and logistics. From this foundation, each meeting will consist of the following:

- Physically map the value flow of information, determining value-added steps, ask tough questions and look for evidence of waste.
- Report-out by participants on project timelines.
- Tour and assessment of host facility and target area.
- Studying and discussion of Administrative lean tools.
- Group exercise targeting improvement in host target area.
- Feedback and discussion of application.

Company Requirements

- Each member shall host at least one meeting.
- Each member shall attend all meetings and interact during group discussions.
- Each member shall complete the work projects as assigned.
- Members must have a Mentor from their company. The Mentor will help the member fulfill the requirements of the group and provide support for learning.

Cost

\$2,250 per company (allows two people to participate)

Facilitator

Craig Steenbergh, The Steenbergh Group

To Register

Please contact MMTC-West at The Right Place:

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