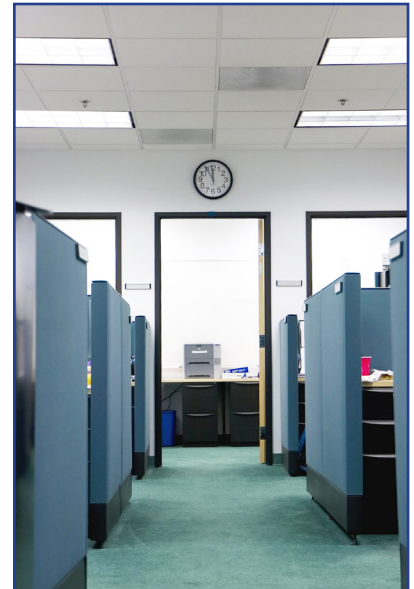




LEAN Office Champion Training

Apply LEAN principles beyond the manufacturing floor right to your front door. Typically 70% of labor cost is attributed to above-the-shop-floor activities including your service, support and administrative operations. MMTC's LEAN Office Champion training offers a comprehensive hands-on approach to teach team leaders how to identify opportunities for improvement.

Apply LEAN Business Solutions to eliminate waste in processes such as quoting, accounting, sales and engineering.



Real LEAN Office Savings

Lead Time	30~60%
Work-In-Progress	30%
Labor Hours	40~60%
Costs	20~50%
Space	10~20%
People Travel	50~70%
Document Travel	40~60%

LEAN Office Simulation

Attendees participate in a hands-on office simulation with a focus on Process Mapping, which highlights opportunities for improvements.

LEAN Office Champion

During the 3-day LEAN Office Champion training, participants learn how to identify and remove "so-called" inherent wastes through the implementation of LEAN tools & techniques in a transactional environment.

monday	tuesday	wednesday	thursday	friday
MMTC LEAN OFFICE CHAMPION TRAINING (5 consecutive days)				
<p>Learn to apply all these LEAN System elements with MMTC's creative learning environments via process mapping, "real world" simulations, classroom discussion, interactive exercises, and visual presentations.</p>				
			<p>Adjusting the Culture to LEAN 5S and Visual Management Process Mapping Office Layout</p>	
			<p>Standard Work Error-Proofing LEAN Metrics Kaizen (Rapid Improvement Event)</p>	

MMTC LEAN Office Champion Training Elements

ADJUSTING THE CULTURE: Moving from traditional to LEAN 'thinking' is a quantum leap. Change is often difficult, but necessary for successful LEAN implementation. Understand how each support function adds value to the process.

5S AND VISUAL MANAGEMENT: Considered the foundation to any endeavor into LEAN thinking and application, 5S and visual management promote a clean, safe and organized environment when applied in an office setting.

PROCESS MAPPING WITH SWIM LANES: Examine specific processes from beginning to end, and discover how "seeing the flow" or visual cues provide a picture to easily identify and eliminate waste, and shorten lead-time.

OFFICE LAYOUT: Learn the practical "how to's" in efficient space utilization that facilitates communication, interaction, and learning. Emphasis is placed on the achievement of continuous flow.

ERROR-PROOFING: Building quality at the source avoids rework by implementing error-proofing methods or devices into the process(es) instead of inspection/reviewing at the end of the process.



LEAN Office Champion working on a Process Map during class.

LEAN METRICS: Understand how LEAN Metrics help monitor an organization's progress toward implementation. Metrics encourage performance improvement by focusing the attention and efforts on the organization's goals. The importance of sharing those metrics, visually with everyone, is promoted.

STANDARD WORK: Standard Work is a set of work procedures for each operation in a process which documents the most effective use of people, equipment, materials, and space.

KAIZEN (RAPID IMPROVEMENT EVENT): Kaizen is a cross-functional team-based approach to rapid implementation of improvements to a process. Learn to approach business system change using Kaizen LEAN principals and techniques to maximize customer value, minimize waste, and reduce costs.

LEAN Office Champion Training

Please check with your MMTC representative for dates available for the LEAN Office Champion Program.

Fee: \$1,500/person

Time: 8:00am-5:00pm

Days: 3 consecutive days of training

For additional information, contact MMTC West at 616-771-0561 or email at mmtcwest@rightplace.org.