

# LEAN OFFICE

## CHAMPION

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

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-West's Lean Office Champion training offers a comprehensive hands-on approach to teach team leaders how to identify opportunities for improvement.



Organizations who have pursued a lean enterprise by adopting an administrative lean model have achieved significant results: decreasing transaction lead time and using fewer resources, providing services in hours when it used to take days, increasing information quality and flow, and creating a whole new business/profit center by turning a knowledge center into a revenue generator.

The customized training 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 and tools 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 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.

## OBJECTIVE

Learn and apply Lean tools to a single administrative tool, process, or system that is currently not optimized. An active, learn-by-doing approach harnesses the knowledge of current users and engages their abilities to make lasting improvement the tool, process, or system. Participants will then be able to follow this improvement process for other administrative tools, processes, or systems that need to be optimized.

## CURRICULUM

- Review of Lean tools:
  - Adjusting the Culture: Moving from traditional to LEAN 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” 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 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: 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): 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.
- 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 facility and target area.
- Studying and discussion of Administrative lean tools.
- Group exercise targeting improvement in target area.
- Feedback and discussion of application.