

INTRODUCTION TO LEAN IN SERVICE

Purpose:

Introduction the basic concepts of Lean and its application to the service industry. Its aim is to create an awareness of what lean is, and focuses on the explanation of the House of Lean. A very basic lean simulation game will ensure that the lean concepts are easily understood and assist in the translation of the lean concepts to a real life environment.

Duration:

1 Day

Cost:

R2100 per person

Course Content:

- What is lean?
- Importance of lean
- Goals of Lean
- 7 types of waste
- Definitions of Process Value adding & Non Value adding activities
- Lean Simulation Game
- House of lean
- Management's role in a lean journey
- Lean thinking

