

## LEAN FOR SERVICES TRAINING

### **Purpose:**

This 4 day Lean for Services training covers the Lean concepts and their application specifically to the service industry in detail. It is based around the principles and tools that forms the House of Lean.

This training course is designed for the manager and operational specialist who would like to have a more detailed understanding of lean, and its framework. It will provide a very sound basis to implementing lean on your process improvement journey.

### **Duration:**

**4 days**

### **Cost:**

R8700 per person

### **Course Content:**

- Lean Overview
- Lean Background
- House of Lean
- 7 Types of Waste
- Ohno Circles
- Goals of Lean
- Understanding Process improvement
- Spaghetti Diagram
- Process Swim Lanes
- Value Stream Mapping



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- House of Lean Foundation tools
- Standardized work
- Visual Management
- 5S
- TPM
- Jidoka Pillar
- Kaizen improvement
- PDCA Cycle
- A3 Thinking
- Root-cause analysis techniques
- Poka Yoke (mistake proofing)
- Quality Circles & Gemba Walks
- JIT Pillar
- Principle of JIT (Just-in-Time)
- Flow
- Takt time and cycle times
- Bottlenecks / Constraints
- Heijunka

