

2 – DAY LEAN PROCESS IMPROVEMENT - WHAT, WHY AND WHEN?



Introduction

Lean Six Sigma is a methodology that relies on a collaborative team effort to improve performance by systematically removing waste and reducing variation. It combines lean manufacturing/lean enterprise and Six Sigma to eliminate the eight kinds of waste (muda): Defects, Over-Production, Lean Six Sigma is a continuous improvement methodology that focuses on managing processes and improving them by eliminating time wasters and unnecessary steps in the primary and secondary processes that support all functions not limited to manufacturing but includes office and administrative functions as well. Processes are sequences of steps that must be carried out to create value to customers and manage as a whole and not separately.

Course Objectives

By the end of this course, you will be able to:

- Develop a 360 degree view of LEAN and how it can be implemented in any organization.
- Identify the fundamentals of lean manufacturing, lean enterprise, and lean principles.
- Describe the key dimensions of quality – product features and freedom from deficiencies
- Develop attributes and value according to the Kaizen and Just In Time models.
- Understand how products and services that have the right features and are free from deficiencies can promote customer satisfaction and attract and retain new customers by understanding the Voice of the Customer (VOC)
- Give examples of how poor quality affects operating expenses in the areas of appraisal, inspection costs, internal failure costs, and external failure costs

Methodology

- Role plays
- Simulations
- Discussion groups
- Multi-media demonstrations

Who Should Attend?

- Employees who are involved in diverse organizational functions operation
- Logistics
- Finance
- Production



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Course Outline

MODULE 1: INTRODUCTION WORKSHOP

GOALS

- Understanding of how Lean Six Sigma fits with the corporate objectives and strategy
- The History of LEAN

MODULE 2: LEAN SIX SIGMA & CONTINUOUS IMPROVEMENT

- What is Continuous Improvement and how is it related to LEAN.
- The key difference between Six Sigma & LEAN
- The 5 Principles of LEAN
- Breaking It Down – What is a defect?

MODULE 3: THE WIFM FACTOR

- Why LEAN – What's In It For Me?
- The Seven Original Waste -TIMWOOD
- Understanding the Process through Simulation

MODULE 4: THE SIM

- Put In to practice the above basic principle of LEAN
- Time line Simulation – Speed Racer
- De-Brief

MODULE 5: THE TOOLS

- VOC – The Voice of The Customer
- What is PDCA?
- Tools to Assist in Decision Making
- Why use FMEA?
- How to establish Gage R&R

MODULE 6: THE SIM – ROUND 2

- Understanding the Customers Expectations
- New Simulation Challenge – Instructions
- Production Manager takes over

MODULE 7: THE SIM – DE-BRIEF

- Review Results of Sim
- What went wrong – Brainstorming session
- VOC – Customer F2F time
- Value Stream Map – VA/NVA
- Developing Strategy

MODULE 8: THE SIM – ROUND 2

- Executing New Strategy
- Run Simulation Part 2
- Production Leader takes over
- End Simulation

MODULE 9: LESSON LEARNT

- Single Flow System Demo
- 3 Person Teaching
- Q & A

