

# Lean Systems Thinking - Foundation

## Course Context

Business Process Improvement (BPI) is at the core of modern business strategy. Lean is one of the most successful BPI philosophies in history. This course gives an overview of lean and how it can be successfully applied to Local Authorities across a broad range of service areas.

### On completion of this course delegates will:

- Have an understanding of the principles of Lean Systems Thinking
- Have an understanding of the benefits that can be realised within Local Government service delivery and the potential benefits within their own services/departments

### Who should attend?

Transformation team members, Change Agents, Service Managers, those involved in delivering service improvement

### Course style

This is a three day facilitated workshop for groups of up to 14 delegates. The content is delivered via a mix of teach points, practical exercises utilising case studies, team activities and syndicate group work. At the core of the course is the opportunity for the delegates to analyse a real process during the course, to apply the learning in a controlled environment. The aim is to energise the team, maximising relevance to the individual delegates.

## Course Content

What is lean?

Lean Systems Thinking – seeing the work as a system

Benefits of Lean Service provision – examples

Understanding your customers – understanding demand

Defining the process

Defining Value - Managing the Value Stream

Identifying waste

Understanding and reducing variation

Lean Measurement Fundamentals – defining relevant measures of performance – Quality, Cost and Delivery

Change Management:

- Barriers to change
- Enabling change

Lean principles and philosophy:

- Work Place Organisation (5S/5C)
- Standard Operations (skill control)
- Data / Data Analysis and the importance of measurement
- Visual Management
- 8 Wastes
- Problem Solving

Productivity Needs Analysis

Service Excellence Needs Analysis

Improving staff morale through leaner processes – the power of empowerment

Project Selection – what to do first, what to do next – integrating into the corporate plan

Sustainability - The Balanced Scorecard

## Outcomes

- Understand the lean philosophy and approach including the tools and techniques and be able to apply these principles to your own processes.
- Understand the concept of the Needs Analysis process the effective measurement and be able to carry out an analysis of live data.
- Be able to define focus areas for improvement activities.
- Understand the application of lean in the transformation agenda through the involvement of staff
- Understand the links between business process improvement, change management and project/ programme management
- Through successful completion earn a Foundation in Lean certificate

**Duration: 3 days**