

## Lean Management in services



PL-77 2 Days (14 Hours)

### Description

This training will allow you to discover and understand the concept of Lean management applied to service companies with a view to initiating and sustainably deploying this approach in your company with the ultimate goal of a substantial gain in competitiveness.

### Who is this training for ?

#### For whom

Quality managers, managers, department managers, project managers. training manager, general management.

#### Prerequisites

Aucune

### Training objectives

- Define the projects where to apply Lean
- Determine the Lean tools applicable to a situation
- Deploy the approach along specific axes
- Adopt the Lean mindset to follow the approach

### Training program

Les fondements de la pensée Lean

- Understand the mindset of Lean management.
- Difference between Lean manufacturing and Lean in services.
- Lean and continuous improvement approaches.
- The principle of added value for the customer.
- The notion of "waste".
- The process model.
- Practical work Participants discuss the initiatives implemented in their company (reasons for failure, success).
- The seven wastes Toyota: search for two wastes in their activity.

#### Par où commencer ? Choix des projets d'amélioration Lean

- Process analysis (Value Stream Mapping).
- Typing of gains (costs).
- Practical work Search for avenues of gains or cost savings in its activity.

#### Les principaux outils du Lean applicables dans les services

- DMAIC and problem solving.
- The 5S.
- The Kaizen spirit.
- The implementation of Kaizen projects .
- The seven wastes in services.
- The Voice of the Customer: Kano diagram tool.
- Practical work DMAIC project charter.

#### Comment déployer la démarche Lean management dans les services ?

- The deployment plan.
- Performance indicators.
- Training.
- Group management at work.
- Practical work Understanding of the areas on which the management team must work in putting together a deployment plan.

#### Comment manager son équipe en adoptant la "Lean attitude" ?

- Communication.
- Recognition.
- Exemplarity.
- Welcome to problems! Practical work "The Toyota attitude" and the hunt for waste.
- Deming's wheel.
- Individual reflection on its positioning and the next actions to be implemented.