

## Lean Management applied to services: the key principles



AOC-19 2 Days (14 Hours)

### Description

Lean is a permanent quest for perfection through the elimination of waste and all sources of inefficiency throughout the value chain. Born in Japan, developed in industry and services, Lean Management consists of re-examining processes to eliminate anything that involves poor use of available resources and diverts them from their primary mission. This method also inspires public services seeking to optimize their budgetary expenditure in the service of users. This training has been specially designed to master the key points for deploying the Lean management approach in services.

### Who is this training for ?

#### For whom

Project manager in charge of implementing Lean Management in services. Any manager affected by the process. Quality Manager. Sales or customer relations manager. Organizer. Consultant.

#### Prerequisites

None.

### Training objectives

- Understand the concept of Lean Management in services
- Initiate the Lean Management approach applied to services
- Build a Lean project
- Choose projects to deploy them in the company
- Successfully involve employees in the Lean project

### Training program

#### En amont du présentiel

- A self-diagnosis.

## Transposer le concept de

- Lean Management for services The Toyota model.
- The 'Muda'.
- Transpositions to the world of services.
- Applications encountered in the field.

## 7Décliner les principes et les outils d'une démarche Lean dans les services

- The basic principles: value, the Voice of the Customer; Value chain, SIPOC mapping; flow, VSM (Value Stream Mapping); flexibility, agility of the process; perfection, the evolution of standards, le S.
- Master variability and develop a culture of self-quality and continuous improvement.

## 55Mettre en œuvre les bonnes pratiques

- Start with the foundations: vision; analysis of the existing situation; standardization; group work; on-site support for teams; visual management.
- Management involvement and relay in the field.

## Impliquer les collaborateurs dans la démarche

- Lean and deployment From Hoshin to Kaizen: mobilize managers around ambitious improvement objectives and translate them into practice.
- Hunting waste and solving problems: the ISHIKAWA method.
- The complementarity between Lean and Six Sigma, the use of DMAIC.

## Après le présentiel, mise en œuvre en situation de travail

- Challenges every week and a toolbox with ready-to-use templates.