

Lean Administration Certification FOR SERVICE SECTORS AND BUSINESS SUPPORT FUNCTIONS

Workshop Outline:

Businesses need to remove costs from their operations to remain viable. They need to increase profitability and remove waste and variation from their processes in order to stay competitive.

Administrative Lean methodology skills are in great demand. The only way to ensure you get to the top of the ladder is to achieve a **Green Belt** Lean Administration Certification.

Module 1.- March 20-22.

LEAN AND PROCESS THINKING

- Defining project scope
- Fundamentals of waste
- VSMi® (Value Stream Mapping for Information in administrative environment)

Module 2.- April 17-19

BREAKTHROUGH FOR THE FUTURE

- VSMi® Future State
- TPI® Transactional Process Improvement Methodology for administrative Processes
- SIPOC and RACI charts

Module 3.-May 15-17

SUSTAINMENT

- Standard Work Management
- Visual Management
- A3 Thinking
- Dashboard Creation



Phoenix Arizona

Doubletree Suites, Phoenix Airport

Certification: \$7,500 USD

Fee: \$2,800 USD per module

At the end of each module, a take home project is assigned allowing participants to implement new lean skills in the work place.

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Lean Horizons Consulting
highly recognized for creating
lean transformation in service



Knowledge of the past, understanding of the present, appetite for the future.