



TWO-DAY WORKSHOP

LEAN PRACTITIONER TRAINING

LEAN Practitioner Training is a two-day module to develop your understanding of how using a variety of LEAN thinking and improvement tools can achieve improved services and outcomes. It will also address the wider **cultural** and **people** factors that affect organisational improvement and performance.

Content:

- Overview of BPI, Change and Improvement and the LEAN approach to service improvement and reviews and the key principles
- Understanding of customer value and process waste in the context of service improvement and service review and redesign activities
- Introduction to the core BPI and LEAN Change and service review and service improvement tools and techniques
- Understand the practical application of BPI and LEAN Change and Improvement tools in a service review and redesign environment
- Practical exercises to provide experience of applying BPI and LEAN tools and techniques to carry out a mini service review
- Overview of the change management approach to implementing improvements, service review and service redesign

Day 1 focuses on LEAN Sigma tools and techniques and offers practical activities including: the Quad of Aims, Voice of the Customer, Value Stream Mapping, Service Review and Redesign, 5s, DMAICT, Variation, and PDCA.

Day 2 Mini Lean Service Review applying learning from day one.

Morning: Map out the current process of service delivery using post it notes on a papered wall. Add the metrics, identify and address the issues with the current service and begin designing the new process

Afternoon: Design the new process and capture the actions necessary for implementation

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

- Understand the origins, principles and practical applications of BPI, LEAN and change and improvement tools and techniques
- Be equipped with the skills and support materials to undertake a review of a service, and analysis of processes, using mapping and other tools to determine performance and identify improvement opportunities
- Support the design, development, evaluation, implementation and monitoring of solutions to improve performance

The workshop consists of practical exercises throughout the event in which to apply key learning. A full suite of electronic training, document templates and toolkit materials are provided to each attendee at the end of the workshop.

Please see below for the step by step guide to prepare yourself for the Mini service/ process review session that takes place on day 2.

Step 1: You need to identify a process within your service area or organisation which presents the opportunity for improvement – this could include (but not restricted to):

- the way in which service requests are received and processed
- the induction and recruitment process
- sickness and absence process
- ordering processes
- rota planning and recording processes
- time and recording processes
- payroll processes
- repair and maintenance process
- client case management process
- communication processes
- websites

The process can't be too lengthy as we only have a day to complete this activity.

Step 2: You need to identify a number of team members who are the 'process experts' - who either deliver the process or are closely involved as they need to provide the measures and metrics and insight into the process. These individuals need to provide you with data and information regarding the process.

Step 3: Now you need to capture information about the process (you don't need to map it out as we will be doing this at the session) - this includes the following:

- the start and end points of the chosen process
- the delays that occur in the process – what they are and how long they last – this can be from a minimum to a maximum timeframe and in minutes/hours/days/weeks/months
- How much effort time is expended on each activity within the process – again this can be from a minimum to a maximum timeframe
- What are the key issues and frustrations about the process that are experienced by the customer, staff and the organisation
- What systems, forms and materials are used to deliver the process

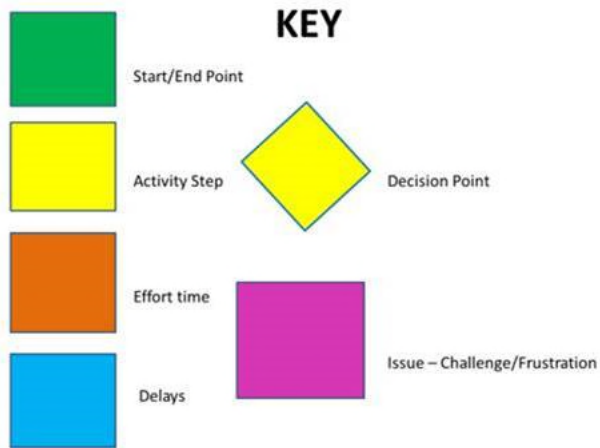
Step 4: If possible, you can bring a laptop readiness to capture the actions.

The day itself will run as follows:

Morning: Map out the current process of service delivery using post it notes on a papered wall. Add the metrics, identify and address the issues with the current service and begin designing the new process.

Afternoon: Design the new process and capture the actions necessary for implementation

The Key to the colour coding of the post it notes is below:



All materials will be provided by NEREO

Delegates will be provided with a full suite of electronic materials on completion of the programme which includes toolkits and training materials.

Workshop Facilitator

David Leask, Consultant, NEREO.

Further Details

For further information, or to book an event, please contact Maureen O'Keefe on 0191 2495874 or email mokeefe@nereo.gov.uk