PER-614 LEAN-KAIZEN to improve processes
Duration: 2 days
Trainer: Marc-Olivier Legentil

TRAINING DESCRIPTION
Kaizen is a methodology and a philosophy of continuous improvement, effective and widespread in all types of organizations. One of the objectives is to improve the performance of the processes to improve human inter relations. In fact, the Kaizen process establishes a new paradigm where improved performance translates into reduced stress and burnout as well as increased motivation.

This training will allow participants to master the tools specific to the improvement of a process: the facilitation of a Kaizen workshop for service operations and processes.

LEARNING OBJECTIVES
At the end of this training, the participant will be able to:

- Demonstrate what Lean-Kaizen is.
- Differentiate between value-added activities and non-value-added activities (waste).
- Organize a Kaizen process.
- Effectively use a project charter
- Master process mapping and group facilitation.
- Facilitate the three meetings (M1-M2-M3) to manage the human aspect of the changes and the concerns of the people affected as part of a change brought about by Lean-Kaizen.

METHODOLOGY
Several learning methods and training tools to measure the progress and integration of concepts by the participants are used throughout the training.

- Presentation
- Demonstration
- Teamwork
- Individual work
- Simulation

Presentation and discussion (50%), discussion sub-group (10%), case study (40%)
CONTENT

Locate Lean Kaizen in the operational strategy
- Its origin

The processes to be improved: making an inventory of the processes

The foundations of Lean Kaizen
- Reduction of non-value-added activities to focus on activities valued by users / customers
- Underlying Thinking process

The real potential for improvement with Kaizen

The tools of the kaizen process: steps to facilitate a process review
- Project charter
- Process mapping
- Results and monitoring measures
- Solution concept creation
- Mapping of the new process and new sub-processes
- SIPOC: the efficient way to write procedures and design job / role descriptions
- Implementation plan
- Change management issues: stakeholder analysis
- Plan the 3 typical meetings in the management of a process change

Workshop case study to learn tools and methods

Setting up the kaizen process - the major steps:
- Pre-kaizen
- Kaizen
- Post-kaizen
- Change management

TARGET AUDIENCE

Manager, professional, specialist in quality and / or continuous improvement