

## 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