

## BRIEF ORGANIZATION DESCRIPTION

- *Change Management Associates* provides World/Class Lean Enterprise Consulting and Organizational Development services to industrial and service organizations representing a wide variety of industries including: Healthcare, Transportation, Distribution, Education, Financial Services and Manufacturing.

## WORKSHOP TITLE/ DESCRIPTION

### **“The Complete Lean Enterprise – Incorporating the Office in Value Stream Management”**

This four hour workshop reviews the eight basic wastes in the context of non-production processes. The manner by which Lean Thinking is applied to information intensive processes is then explored by making use of Value Stream Mapping - the assessment and planning tool of lean practitioners.

## LENGTH

- 1/2 day

## WHO SHOULD ATTEND

- Anybody who works in the administrative area of a manufacturing company, or anyone who works in a service organization can benefit from this workshop. This includes people of all levels, as well as those involved in product development and design.

## LEARNING POINTS

- The application of Lean Thinking to non-production processes will be deeply explored.
- Participants will learn to use the Value Stream Mapping tool to assess and re-design any business process.
- A case study is provided to enhance the learning process.

## INSTRUCTOR/TRAINER BRIEF BIO

- Drew Locher of Change Management Associates (CMA) will facilitate the workshop. Drew has been implementing World Class / Lean concepts in a wide variety of business environments for over 20 years. He co-authored a book titled “The Complete Lean Enterprise” that won a Shingo Prize in 2005. His most recent book is titled “Value Stream Mapping the Lean Development Process”.

## Agenda

- Office & Administrative Waste
  - Current State Mapping
    - Process Metrics
    - Case Study
  - Future State Mapping and the 7 future state questions covering:
    - Voice of the Customer
    - Flow
    - Pull
    - Leveling
- Achieving the Future State**

