

Lean Office

Lean principles are already well established as playing an important role in boosting profits and eliminating waste during manufacturing – but why stop there? Organisations are now rapidly realising that many of the processes that are slowing down production and causing waste are administrative and are turning to well established lean processes and principles to address this.

Hard figures on how much of the administrative processes are classed as waste under the lean principle – those which provide no added value to the end user – are difficult to come by. Yet with some experts, suggesting it could be 80 percent or higher, the area is clearly one, which needs attention.

When Taiichi Ohno of Toyota identified the key seven areas of waste in its original lean system, these were targeted at manufacturing processes, but often these can be applied almost as easily within an office environment.

The seven factors are overproduction, waiting, transport, inappropriate processing, unnecessary inventory, unnecessary motion, defects and excess stock. Looking at these seven areas within an office context, overproduction could relate to too much paperwork and too many approvals, and transport could be something as simple as having the space poorly laid out or too many steps in the paperwork trail. Applying lean principles to an office environment can have significant benefits in improving workflow process, savings on lead-time in administrative processes and organising the office for optimal work flow streamlining processes.

Course content:

- Overview of lean principles - customer value and waste, as applied to the office and service environment
- Process mapping – visualising and understanding processes around the delegate's role, identifying how they can be improved
- The seven plus one wastes – how to identify and reduce waste.
- Basic lean tools (e.g. 5S, visual management) – a toolbox of the most common tools for use in the workplace.
- Continuous improvement – what it is and how it affects the organisation.

Who should attend?

Production Managers, Administrative team members, Site Lean Champions, Team leaders, Supervisors.

Course duration: Workshop 4 to 5 Hours.