



Principles of Lean Office

August 8, 2017 | 8:30 am – 4:30 pm

Location

Manufacturers Resource Center
961 Marcon Boulevard, Suite 200 | Allentown PA 18109

www.mrcpa.org

LEAN OFFICE



OVERVIEW

At this workshop you'll learn the principles of Lean Enterprise and how to apply them in an administrative environment. The workshop consists of a mix of classroom style learning and interactive simulation. Class participants take on the roles of managers and employees within a traditional administrative environment. Functions such as customer service, estimating, scheduling, purchasing, and accounting are represented in the simulation. Through a combination of presentation followed by *office kaizen* events (focused improvement activities), the office is transformed from a slow and confusing process into to a timely and effective operation. In addition to the administrative roles, observers are assigned to create *Value Stream Maps* (VSM) in order to identify value-added and non-value added process steps. The VSM is then used to highlight wasteful activities that will become the basis of the improvement activity.

COURSE OBJECTIVES

After completing the Lean Office course and simulation, participants will be able to:

- Identify the eight “wastes” that must be eliminated in order to create a Lean process
- Differentiate between a “push” and a “pull” system
- Explain how smaller batch sizes and continuous flow can increase throughput
- Understand how Lean methods can make more effective use of the employees whose time becomes available because of waste elimination
- Understand the importance of completing office processes based on customer demand
- Explain how implementing Lean methods can positively impact a company's profits and market share by eliminating wastes, reducing time, and improving customer satisfaction

Cost: \$300/person, \$250/person for 3 or more employees

MRC Presenters: **Mike Withka**, Senior Strategy Manager, Lean Coach
Gene Kaschak, Strategy Manager, Lean Coach

For registration, go to: www.mrcpa.org/events