



# Principles of Lean Office

September 25, 2018 | 8:30 am – 4:30 pm

*Location*

Manufacturers Resource Center

961 Marcon Boulevard, Suite 200 | Allentown PA 18109

[www.mrcpa.org](http://www.mrcpa.org)



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, simulation. Through a combination of presentation ed 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](http://www.mrcpa.org/events)