CERTIFICATION PROGRAM

Certified Lean Change Agent

for Service

Lean, having pioneered by Toyota to streamline processes has long been aligned towards it applicability to Manufacturing.

Can an industry whose nature is intensive towards employee-customer encounters, service engagements instead of visible consumer products be able to maximize the benefits of a Waste Reduction Model? YES, we can.

This 5-Training Day Certification Program is designed to cater to the strategic role of executing process improvement through Lean & mapping the Body of Knowledge towards the needs of Service Areas such as: IT-enabled sectors, Telecommunication, Business Process Outsourcing, Banking & Finance, Government, Back-Office Processing, and more. The thinking concentrates on the value given by the specific service type and walk through the stream as to how the service was fulfilled. From there, Lean's concepts will be mapped as to how to address service-centric wastes such as the classic case of multiple hierarchical approvals, inconsistency compliance to Work Processes, work routing and balancing issues, task mismanagement resulting to unnecessary overtime, time traps within processes and several diverse reasons of rework and delay.

Upon completion of this program, an individual shall obtain a tailor-fit understanding as to how Toyota's mechanism can be applied to Service. Techniques have been customized already on the Service Set-Up. Examples are: customized approach towards identification of time traps in the service stream, Poka-Yoke approach towards security of information and quality assurance, visual controls in cascading of Service Level Agreements and Work Guides, Adaptation of Rapid Set-Up, Auditing for Lean & Agile Approach for process improvements.

The knowledge areas in the curriculum are aligned with industry known body of knowledge in Lean and Service principles.

Overview of Course Curriculum

* LEAN for SERVICE
* Identifying Time Traps & Capacity Constraints in Service
* 5S & Visual Process Controls
* Poka-Yoke Mistake-Proofing and Standardization Techniques
* Adapting 4-Step Rapid Set Up for Service Processes
*Capacity and Workload Leveling
* Agile Approach to Process Optimization