

LEAN for Office and Business Processes

This half-day training course helps participants understand how to apply Lean principles and tools to office and administrative processes. Participants learn about Lean principles, the “8” wastes, and Lean tools through classroom-style learning and live, interactive simulation. This training shows participants how Lean principles and tools can significantly shorten processing and lead time by reducing non-value added activities, increase output and capacity, improve quality and communication, and create an environment that is more streamlined and balanced.

The concepts and take aways from Lean for Office and Business Processes training can be applied to any office or administrative process, in any functional area for example, Customer Service, Quoting, Accounting, Human Resources, Engineering, Purchasing, and Shipping.

Companies that provide Lean for Office and Business Processes training foster a culture of continuous improvement while empowering employees to work together to:

- Reduce lead times
- Reduce processing times
- Increase capacity
- Improve quality and communication
- Improve team work, accountability and customer satisfaction

Deliverables to Client

At the conclusion of this training, participants will:

- Be able to identify non-value activities (the “8” wastes) in a process
- Understand the Kaizen process by participating in a simulated Kaizen event
- Understand the importance of continuous improvement for their organization
- Have a common language to use when identifying and implementing improvements
- Have confidence in their ability to improve their processes and work areas

For more information e-mail us at info@nepirc.com