





Course Outline



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1) Understand the origin and development of the Lean and Six Sigma philosophies, and key elements 2) Understand and be able to identify the concept of waste

What Modules are covered?

- 3) Learn about and how to apply Lean analytical tools
- 4) What is and how to apply A3 Thinking5) What is and how to apply the cycle of continuous improvement: Plan-Do-Check-Act
- 6) Go Look and See (fact not emotion)
- 10) What is the concept of "Kaizen" (System, Process, Activity)11) Standardize Work Practices

7) Value Stream Mapping

- 12) What is and how to apply 5S (Sort, Set in Order, Shine, Standardize, Sustain)13) Visual Workplace (eliminate visual and mental noise)
- 14) Be able to define Key Performance Indicators (KPIs) for your organization
- 15) Be able to initiate, document, and implement process improvements16) Reduce costs by eliminating waste and inefficiencies in your IT infrastructure and processes
- 17) Increase productivity through improved resource management
- 18) Increase user and customer satisfaction by focusing on delivering value

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