

Lean Tools and Techniques

Course Code TGL016

Lean delivers business goals and objectives through the rigorous application of proven improvement methodologies. By focusing on the customer, and delivering benefits quickly, it is possible to improve quality performance and profitability simultaneously.

This course equips attendees to get started on the delivery of improvement activities straight away and provides the knowledge required to do this in a structured and measurable way.

Thornley Group Lean Tools and Techniques training is carried out by professional trainers who are experienced practitioners in implementing Lean. After 2 days of training, you will have a detailed awareness of the principles and application of Lean methods. Course details are as follows:

Course Duration

- 2 days or 3 x 2½ hour Zoom sessions

Entry Requirements

- Candidates must have a basic knowledge of working with numerical data.

Equipment Needed by Attendees

- Scientific calculator (alternatively a smartphone calculator can be used).

Certification

- Candidates will receive a certificate of completion after passing our Lean Tools and Techniques exam.

Course Contents

Our Lean Tools and Techniques training provides an explanation of Lean methods, tools and benefits. It will prepare attendees for the task of operating in a Lean environment or for implementing Lean. Attendees will become fluent in the 'language' of Lean and its associated improvement methodologies. This training is targeted at people who spend time involved in process improvement as either a process owner or a member of a team working on an improvement project.

Using their practical experience of improvement programmes, along with simulation exercises, our trainers will take attendees through the process of applying the tools and techniques that they learn.

Lean Tools and Techniques

Summary Course Contents

- Introduction to Lean
- The Continuous Improvement Cycle
- Working in Teams
- Establishing Customer Requirements
- Calculating Process Performance
- Data Collection
- Value and Waste
- Eliminating Waste
- Value Stream Mapping
- Making Work Flow
- 5S
- Kano Model
- Quick Changeover
- Creating a Pull System
- Kaizen Blitz
- Monitoring Processes
- Using Statistics
- Mistake Proofing (Poka Yoke)
- Charting and Monitoring Processes
- Sustaining Improvements

Programme Structure

Introduction to Lean

- Why waste undermines organisational effectiveness
- The focus on customers as a means of maximising performance
- The cost of poor performance and the business case for Lean

Using Teams

- Developing the Project Team Charter
- Best practice methods for driving team performance

Correctly defining issues and problems

- Scoping and detailing project objectives and relating to the 'Voice of the Customer'
- Kano Model
- Aligning activity to the organisation's objectives
- Building a picture of processes through process mapping
- Identifying value and waste
- Lean measures

Managing by fact

- Understanding information
- Brainstorming methods
- Prioritising potential process issues using cause and effect and FMEA
- Using statistical ideas to collect and analyse business information
- Calculating process performance metrics

Identifying root-causes

- Using the 5-Whys and the 5W1H approach
- Focusing the problem through Pareto
- Prioritising potential process issues using cause and effect and FMEA

Making Improvements

- Creating the right solutions and managing change
- Eliminating waste
- Implementing 5S
- Reducing lead times and cycle times
- Process changeover reduction
- Implementing pull systems
- Increasing performance and customer satisfaction

Sustaining the benefits

- Mistake proofing using 'Poka Yoke' methods
- Sustaining improvements
- Charting and monitoring processes
- Creating a learning organisation