

**American Management Association's
LEAN Process Improvement:
Delivering More with Less**

Learning Objectives

- Cite Real-World Examples of the Use of LEAN Tools
- Look at Business Problems in a New Way
- Deploy the Tools Necessary to Fix Those Problems
- Demonstrate Thought Leadership
- Use Your New Skills to Differentiate Yourself in Your Organization

LEAN Basics

- Define LEAN
- Identify Key Milestones and Players in LEAN
- Describe the Cost-Plus Model and LEAN
- Compare and Contrast the Cost-Plus Model Versus Lean
- Explain Six Sigma and Compare It to LEAN

LEAN Concepts

- Identify and Describe the Seven Types of Waste
- Define the 5Ss
- Describe Just-in-Time Manufacturing
- Explain the Difference Between Push and Pull Production Systems
- Explain the Purpose of Kanban
- Explain the Benefits of Jidoka
- Explain the Benefits of Creating a Visual Workplace with Visual Controls
- Define Poka-Yoke/Fail Safing and Describe Its Purpose and Benefits
- Calculate Rolled Throughput Yield, or RTY
- Define the Three Types of Benchmarking and Their Benefits

Process Mapping

- Define the Aspects of a Work Process: A Critical Work Process, Inputs and Outputs, Project Roles and Responsibilities, and Problem Statement
- Flowchart a Process
- Draft a Project Charter

Value Stream Mapping

- Conduct Value Stream Mapping and Describe Its Purpose and Value
- Explain the Difference Between and Identify Value-Added (VA) and Non-Value-Added (NVA) Process Steps
- Measure the Relationship Between VA and NVA Steps
- Define and Contrast Takt and Cycle Time

Kaizen Events

- Describe the Purpose of a Kaizen Event
- List the Components of a Kaizen Event
- Define the Roles and Responsibilities of Team Members
- Explain the Recommended Rules of Engagement

Your Turn! Putting It All Together

- Reduce or Eliminate Process Waste and Redesign a Process Based on LEAN Concepts
- Evaluate and Improve Cycle Time
- Identify the Cost of Change

Communicating Success

- Use an Executive-Level 4-Blocker to Communicate Successful Implementation of LEAN Principles
- Use a Managing-By-Fact Storyboard to Communicate Successful Implementation of LEAN Principles