Course: **A Professional Certificate in Lean Process Improvement**

Contact Hours: **12**

Pre-requisite: **None**

Abstract

This two-day course will give you the foundation to begin implementing Lean process improvement tools in your workplace. This Lean training is ideal for professionals who want to learn how to carry out improvement projects with short implementation times. The first day will explore the foundations of Lean and the five critical improvement concepts (value, waste, variation, complexity, and continuous improvement). The second day will give participants tools to perform continuous improvement in their organization and various Lean data mapping methods. You will learn to continuously improve your processes using Lean methods and tools.

Target Audience

Quality professionals, engineers, production managers, frontline supervisors, and all individuals charged with responsibility for improving quality and processes at the organizational or departmental level, including process owners and champions.

Learning Outcomes

On completion of this course, learners will be able to:
1. Define Lean and its key terms
2. Describe the five critical improvement concepts
3. Use the Kano model to understand, describe, analyze, and improve value
4. Identify and reduce various types of waste
5. Create a plan for a more environmentally Lean organization
6. Gather, analyze, and interpret data using flow charts, Ishikawa (fishbone) diagrams, SIPOC diagrams, and value stream maps
7. Go back to their organization with a plan to begin incorporating Lean into their corporate culture

Course Content

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- Understanding Lean
- The Five Critical Improvement Concepts
- Understanding Value with the Kano Model
- Types of Waste
- Creating a Lean Enterprise
- Understanding Lean
- The Plan, Do, Study, Act (PDSA) Cycle??
- Using the R-DMAIC-S Model??
- Lean Thinking Tools
- Kaizen Events??
- Data Gathering and Mapping