

## LEAN Service Improvement

### Duration:

Four days

### Objective

Learn how to use the Lean methodology at an in-depth level to develop and improve services. The course is divided into four modules: core skills, redesigning services, implementing service improvement, and events and programmes.

### Contents

Understand the basic concepts of Lean and learn how to use the five Lean principles

Find out how to utilise a basic problem solving set for service improvement

Understand the basics of Value Stream Mapping

Develop the ability to lead a blue sky process

Understand about Lean events and be able to turn a Value Stream Map into an implementation plan

Begin to understand the people issues that underpin the ability of organisations to sustain service improvement

Find out how to plan cellular working

Understand how to structure a Lean programme consisting of multiple events and activities

Learn how to review the issues that arise in facilitating Lean events

Plan your post-training project in detail

Create a service improvement strategy

Prepare for the post-programme support

### Who should attend

This programme is ideally suited for Senior leaders, middle managers, frontline staff and others in manufacturing or service settings who are interested in learning how to drive improvements that create value, eliminate waste and reduce any unnecessary burden of work.

### Course benefits

Aside from the obvious financial benefits that can be derived from successfully implementing LEAN Service Improvement, there are a variety of other areas organisations can expect to see benefits from including increased productivity, improved staff morale and lowered levels of stress amongst the workforce.

### Additional information

### Certificates

All delegates who successfully complete this course will receive a Certificate of Attendance.

### Trainers background

The trainer for this course is an IRCA Registered Lead Auditor, Chartered Quality Practitioner, Certified Management Consultant & Business Advisor. He has a wealth of experience in both the manufacturing and service industries and recently completed a series of LEAN Service Improvement courses within a variety of NHS Trusts throughout the UK.