

2024 SPRING SESSION – JANUARY 22-26 – A 5-DAY VIRTUAL PROGRAM



THE LEAN OFFICE

Learn the lean fundamentals, techniques needed to make information flow, create better customer experiences and reduce your administrative support service costs by 60%.

Provide an understanding of the foundational lean techniques specifically designed for application in a service organization or manufacturing service environment. Designed for service and administrative managers looking to start a lean effort in their organization.





Event Statistics

Course Objective
- Learn the fundamental techniques of lean

Business Sector
- Service Industry Organizations
- Manufacturing Administration
- Government
- Healthcare

You Should Attend
- Sales and Marketing Managers
- Operations Managers
- Human Resource Managers
- MIS/IT Managers
- Customer Service Managers
- Logistics/Distribution Managers
- R&D Managers
- Finance and Accounting Managers
- Process Owners

Duration
5 days

Dates
January 22-26, 2024



2024 SPRING SESSION – JANUARY 22-26, 2024 – A 5-DAY VIRTUAL PROGRAM

THE LEAN OFFICE

Learn the lean fundamentals, techniques needed to make information flow, create better customer experiences and reduce your administrative support service costs by 60%.

PROGRAM DESCRIPTION

The Lean Office is a 5-day program designed to start you on the path to continuous improvement! Learn how to eliminate backlogs, failure demand (rework) and other inefficiencies while improving customer service and employee satisfaction!

Change your Business Before Someone Else Does...

Productivity has spent the last 40+ years helping organizations change their status quo with the implementation of Lean techniques. We have seen firsthand the benefits Lean brings to an organization like yours, in customer service, HR, accounting, sales and marketing, product and service operations, and more.

Becoming a Lean company will speed your time to market. Lean will also provide increases in capacity, quality and employee satisfaction, eliminate non-value-added activities, and reduce downtime and waste.

This Lean Office program is specifically designed to teach you the fundamental techniques needed to start a Lean effort in your administrative environment. In just 5 days you'll learn 9 foundational Lean techniques and how they fit together to create a systemic process for identifying and eliminating service inefficiencies and process waste.

Designed for service and administrative managers looking to start a lean effort in their organization.

PROGRAM OBJECTIVES

Discover how Lean can help:

- Continuously improve customer satisfaction by improving quality at the source and reducing lead-time for your customers.
- Systemically and repeatedly identify process inefficiencies so they can be reviewed and eliminated.
- Eliminate back-logs and failure demand – the work created when a task is not carried out correctly the first time.
- Reduce absenteeism and turnover by creating more value-added work.
- Make processes visible so everyone can monitor daily progress to achieve improvement goals.
- Increase process capacity so more value-adding work can be performed with existing resources..

ATTENDEES COME TO OUR PROGRAMS FROM ALL INDUSTRIES. HERE ARE SOME WHO HAVE ATTENDED:

Abbott Labs / American Greetings / American Woodmark / ATI / Banner Health / Boeing / Brazeway / Brookdale Senior Living / CertainTeed Co. / Clopay Plastics / Crown Equipment / Cytec Industries / E. & J. Gallo Winery / Interstates Companies / John Deere / Kaiser Aluminum / KeyBank / LGS Sky Chefs / Luxottica Optical Mfg. / Mars Petcare / Mead Johnson Nutrition / Mettler-Toledo LLC / MI Windows and Doors / Nintendo of America / Northrop Grumman / Ohio Colleges of Medicine / Orange County Sanitation District / OSU Wexner Medical Center / Owens Corning / Revere Copper & Brass / Sauder Woodworking / Sherwin Williams / Siemens / Sun Products Co. / T. Marzetti / The United States Mint / Urschel Labs / U.S. Dept. of Labor / Williamson-Dickie Mfg. Co. / Wonderful Citrus / Wooster Community Hospital...

Imagine what you could do if you had 65% more capacity...

What is your failure-demand percentage? Failure Demand is the work that is created when a task is not done correctly the first time. And, in most administrative environments, associates are spending as much as 65% of their time working on failure demand... all non-value-added activity.

The Lean Office program has been designed to teach you the fundamental techniques needed to start a lean effort in your administrative environment.

PROGRAM CURRICULUM

MONDAY 11AM-6PM ▼	TUESDAY 11AM-6PM ▼	WEDNESDAY 11AM-6PM ▼	THURSDAY 11AM-6PM ▼	FRIDAY 11AM-6PM ▼
Lean and the Customer Experience	Value Stream Mapping for Value Stream Management	Workplace and System Organization: 5S's Visual Standards and Standardized Work for Process Stability	Performance Management—KPIs Creating Dashboards	Taking it Back Home: Outlining Your Implementation Roadmap
High Level Process Mapping: SIPOC			Team-Based Problem Solving and A3	
Value Demand and Failure Demand		Visual Flow Management		
Learning to See Waste				

In today's hectic workplace, having an extra set of hands can be helpful, but having an extra set of hands capable of...

- Increasing IT support action item closures by 25%
- Cutting order processing time by 60%
- Reducing accounts receivable and accounts payable processing time by 30%
- Bringing month-end closings down from 5 days to 2 days
- Reducing invoice processing time from 22 hours to 8 hours
- Reducing sales order quotation and order entry process from 10 days to 3 days

...can be a game changer!

Application of Lean helped a client organization achieve these improvements in their administrative processes. Our Lean Office program has been designed to develop your understanding of the foundational Lean techniques and how to apply them to achieve similar results in your environment.

BENEFITS OF ATTENDING

You will understand how these principles apply to your department and processes and how you can develop your "leadership legacy" through the implementation of these Lean techniques.

A MINI VISUAL FLOW CASE STUDY. RESULTS ACHIEVED AFTER ONLY 2 DAYS!

"We have implemented visual flow management for phone and e-mail inquiries from customers. I added a visual backlog of any email that is over 12 hours old. This gives us clear sight on a potential defect. This is working well and the backlog went down from 144 to 22. No emails over 12 hours old! No negative impact to service levels on the phones."

THE LEAN OFFICE MODULE DESCRIPTIONS

DAY 1 MONDAY 11AM-6PM

Lean and the Customer Experience

This module will introduce the fundamental principles of Lean in a service environment.

Participants will learn the cornerstones of a lean system, how lean supports a customer-focused strategy, how to translate lean theory into action, and Lean's overall impact on quality, cost and security.

High Level Process Mapping – SIPOC

Process mapping is a key technique in a service-based Lean initiative as it helps us “see” the process.

This module will introduce you to SIPOC, a process-mapping technique that summarizes process inputs and outputs, making existing processes visual and highlighting inherent wastes. SIPOC stands for Supplier, Input, Process, Output, Customer which forms the columns of the table.

Participants will learn how to use the technique to identify improvement opportunities, define project scope and outline project objectives.

Value Demand and Failure Demand

This module will introduce you to the concept of Failure Demand, the non-value-added work generated when you didn't get it right the first time.

Understanding Failure Demand is essential to seeing the enormous potential of improvement that exists in the organization and how Lean can address it.

Elimination of Failure Demand creates extra capacity that can be used to get more accomplished with existing resources and generate new revenues for the organization.

Learning to see Waste

Understanding how to identify waste in your processes is the first step to removing it.

In this module we will explore the main wastes found in service activities and how one waste often generates another, eventually leading to failure demand.

We will explore how Lean techniques address and eliminate these wastes in a holistic way.

DAY 2 TUESDAY 11AM-6PM

Value Stream Mapping for Value Stream Management

This module presents a step-by-step methodology for value stream management (VSM) – the cornerstone to planning and organizing lean activities in all process.

- Define the scope of analysis for value streams and processes.
- Define service families.
- Link VSM with other forms of analysis including SIPOC (Supplier-Input-Process-Output-Customer).
- See the flow of value in end-to-end processes.
- Define and measure process performance indicators.
- Gather the upstream and downstream information needed to make fact-based decisions for your lean plan and eliminate non-value-added activities.

In this module you will learn how to create a value stream map and how to scrutinize the data it reveals to find the weaknesses and wastes within a process.

This information will guide your tactical plan for transformation. Using the Value Stream Analysis process, you will discover how to respond to customer demand and its variability; how to transform processes by establishing response models adapted to each type of demand; and how to establish continuous flow in day-to-day operations.

You will see real-life examples from service enterprises, and manufacturing support services.

★★★★

WHAT PAST ATTENDEES ARE SAYING...

“This was the most effective of any training I've ever taken, and one I feel the most confident that I will actually use to improve our processes.”

“As a bonus, I learned that Lean can stand on its own and not just (be a) part of Six Sigma, but it can be combined with Six Sigma.”

“This is the first workshop that I attended that provided easy tools I can use going forward”

DAY 3 WEDNESDAY 11AM-6PM

Workplace & System Organization: 5S's, Visual Standards and Standardized Work for Process Stability

This module will teach you the objectives and implementation steps for 5S and for developing a visual management system.

We explore how a visual system ensures adherence to standards and learn how to share best practices that enable cross-training.

We will understand how this relates to Standard work, central to achieving and sustaining the lean enterprise.

Standard work demands adherence to today's best practices and must be imbedded in all we do, from standard operations in the workplace to standardized policies and procedures.

Standard work is a key element in the elimination of waste, reduction of variation, and in achieving balanced and synchronized processes.

In this module, participants will learn a proven methodology to develop standard work routines and how to apply document control and visual workplace principles and techniques to train others in the new best practice, or standard work.

Visual Flow Management

Visual management lies at the heart of lean.

In this module we take an in-depth look at the importance of making activities visible, and the development of a visual system that allows managers and team members to manage activities and monitor performance.

Discover different ways of scheduling activities according to specific features of flow and demand.

In this interactive module, you will see examples of flow management specific to different process characteristics, and learn how to develop your own perspective and build custom models for your processes.

Examples explored come from finance, IT, healthcare, laboratories, and/or sales. You will understand how to build leading indicators.

DAY 4 THURSDAY 11AM-6PM

Performance Management – KPI's, creating dashboards

Building on the week's earlier learning, we will further explore the concepts of leading and lagging indicators, and how to make the link between visual flow management and performance management.

You will also examine the construction of visual team boards for team activities, and learn how these help to generate continuous improvement.

Team-Based Problem-Solving and A3

Once teams are engaged in managing their daily activities, they are able to enter into problem solving.

A3's are mechanisms for capturing the Plan-Do-Check-Act cycle on a single sheet of large-format paper.

A3 provides a visual that guides progress, incorporates changes to the plan, and fosters communication.

Learn how to construct a good A3 and, more importantly, how to use it to manage improvement.

DAY 5 FRIDAY 11AM-6PM

Week in Review

Taking it Back Home: Outlining Your Implementation Roadmap

In this final session we will take a look back at the week, summarizing the key learning points and looking at how the lessons learned can be used to address your business issues.

Each participant will work to define next steps that will launch lean initiatives in their work environment.

★★★★

WHAT PAST ATTENDEES ARE SAYING...

"I will be able to quickly start making changes to my process and improve overall quality, efficiencies in a short time."

"Exceeded my expectations. It gave me motivation to go out and make a difference."



Productivity Inc. is a leading consulting and education firm that helps organizations build new capabilities, create better customer experiences, and grow. We focus on three progressive strategies: Operational Excellence, Innovation and Leadership Development.

Working together, these strategies provide the means to continually refresh a company's value proposition while making the organizational changes needed for daily improvement and sustainable growth.

We pioneered the implementation of Lean and TPM methodologies in manufacturing in the late 1970s. Since then, we have extended these methodologies across a wide range of industries, including finance, public works and other service industries. Our time-tested Lean Management System - **motion™ The Management System by Productivity** - provides a uniquely comprehensive approach to implementing lean across an entire enterprise.

Our Innovation System, developed from years of research into proven, leading-edge practices for innovation management and top-line growth, helps organizations in both service and manufacturing industries to develop an organization-wide capability to innovate. More than simply a lean consulting firm, Productivity Inc. can provide a variety of methodologies to keep your business in motion™.

Learn more at www.productivityinc.com



motion™ – The Management System by Productivity

Imagine...

- Your customers are your best supporters,
- employees at all levels know their customers and actively solve problems to better serve them,
- leaders team-up to prepare their long-term plans and translate them into annual objectives and work place initiatives,
- leaders and managers work closely together to set direction and provide sense of purpose,
- continuous improvement and innovation in action,
- an organization of networked teams fully integrated and enabled..

What you are imagining is an organization in motion™, and we can help you get there!

[Live the experience of motion™, the Management System by Productivity](#)



The Innovation System™ by Productivity

In a rapidly changing environment, current value propositions are not enough to ensure your organization's long-term survival. You'll need reliable pathways for creating new value. In our experience we've found that the traditional value creation functions are not structured for this type of innovation effort.

This effort – the development of an organization-wide capability to reliably, repeatably and predictably create new value – requires the building of an Innovation System to provide the means to explore outside the confines of your existing business model.

Productivity has developed a systemic process for creating an organization-wide Innovation capability – developing your own Innovation System™.

[Live the experience of The Innovation System™ by Productivity](#)

On-Site Training and Skill Development for Manufacturing and Service Industries

Actionable, Proven, Results-Oriented...

As stand-alone training sessions or combined into a multi-session curriculum, our proven training programs will provide the knowledge transfer and skill you need to participate and add value to your organization's Operational Excellence effort.

All our on-site training programs are taught using a Learn-by-Doing approach that translates theory into action providing your organization with an immediate return.

We can work with you to collaboratively build a curriculum that fits your specific training needs, allowing you to achieve short-term results while developing long-term organizational capabilities.

We have provided customized training curricula to organizations throughout the Global 1000 including: adidas AG, BNP Paribas, The Emerson Electric Company, Kaiser Aluminum Company, Gannett NJ Media Group, Oldcastle BuildingEnvelope, Suncor Energy, and Whirlpool Corporation. We would welcome the opportunity to collaboratively develop a curriculum that fits your specific training needs.

LEADERSHIP DEVELOPMENT EXPERIENCE

Training and coaching for leaders and managers to plan, deploy, lead and support a sustainable, company-wide, improvement and growth program.



LEAN IN SERVICES

Developed for all service environments, learn how the application of Lean techniques improves customer service and develops strategic competitive advantage.



TPM AND LEAN

Learn the TPM Pillars and Lean techniques necessary to implement a TPM and Operational Excellence program in your facility..



[All Our On-site Training Programs](#)

We Educate – We Certify

In the change process, everyone needs to understand how they can contribute. This understanding begins with education.

Get everyone speaking (and practicing) the same "language"! That's what our educational programs are designed to do. In the 1980's, we were the first organization to introduce Lean educational workshops and learn-by-doing kaizen events. Over the years, we have continuously upgraded and improved our training curricula.

Productivity has partnered with **The Ohio State University's Fisher College of Business** to offer Lean Certifications and Certificates.

LEAN MANAGER CERTIFICATION - LMAC - COLUMBUS, OH

Designed for leaders and managers seeking the knowledge and confidence necessary to drive Lean principles throughout their organizations.



LEAN MANAGEMENT CERTIFICATION FOR SERVICES – LMAC SERVICE - COLUMBUS, OH

Designed for leaders and managers seeking the knowledge and confidence necessary to drive Lean principles throughout their organizations.



[All Our Public Educational Events](#)

AEROSPACE AND ELECTRONICS / AT&T INC. / THE BOEING COMPANY / INTEL CORPORATION / JEPPESEN / LITTELFUSE, INC. / MEGGITT POLYMERS AND COMPOSITES / PRATT & WHITNEY / UNITED TECHNOLOGY CORPORATION / WEIR GROUP / **AUTOMOTIVE** / AUTOLIV INC. / CUMMINS CORPORATION / FORD MOTOR COMPANY / HONDA OF AMERICA / KAMTEC, INC. / LEAR CORPORATION / MIBA BEARINGS LLC / TENNECO, INC. / **BANKING/FINANCE, INSURANCE AND SERVICES** / ARVAL / BNP PARIBAS / COUNTRY FINANCIAL INSURANCE COMPANY / GOODYEAR/DUNLOP SERVICES / GRANGE INSURANCE / GROUPAMA / GROUPE CAISSE D'EPARGNE / KEYBANK / NATIONWIDE FINANCIAL SERVICES, INC. / SPB / **CAPITAL GOODS** / AEROQUIP CORP. / A.O. SMITH CORP. / BUSCH MANUFACTURING / CRANE CURRENCY/DEERE & COMPANY/EMERSON ELECTRIC CO./JOHNSON CONTROLS/METTLER TOLEDO LLC/POCLAIN HYDRAULICS/ SAUDER WOODWORKING COMPANY / SNAP-ON INC. / STANLEY BLACK & DECKER INC. / UNION TANK CAR COMPANY / **CHEMICALS** / AIR PRODUCTS AND CHEMICALS, INC. / ARKEMA / CECA / CYPLUS IDESA / KMG CHEMICALS, INC. / SOLVAY / **CONSUMER GOODS** / ACUSHNET COMPANY / ADIDAS GROUP / BERRY GLOBAL GROUP INC. / D&W FINE PAK / DURACELL INC. / GANNETT NJ MEDIA GROUP / HENKEL CORPORATION / KIMBERLY-CLARK CORPORATION / LEK INC. / MANA PRODUCTS / PING GOLF / PIRELLI COMPANY / PLASTIPAK HOLDINGS INC. / PROCTER & GAMBLE / QUAD/GRAPHICS, INC. / RECKITT BENCKISER GROUP / SHERWIN WILLIAMS / TEXOPS / UNILEVER / W.L. GORE / **ENGINEERING AND CONSTRUCTION** / AMERICAN WOODMARK CORP. / ATLAS ROOFING / BRAZEWAY, INC. / CERTAINTEED CORPORATION / JACOBS ENGINEERING GROUP INC. / JELD-WEN, INC WINDOWS & DOORS / MI WINDOWS AND DOORS / OLDCASTLE BUILDINGENVELOPE / OWENS CORNING / **FOOD AND BEVERAGES** / ADVANCED PIERRE FOODS / ANHEUSER-BUSCH / CALIFORNIA NATURAL PRODUCTS / THE COCA COLA COMPANY / E. & J. GALLO WINERY / FLORDIA CRYSTALS CORPORATION / GENERAL MILLS, INC. / GLANBIA NUTRITIONALS / GROUPE AOSTE S.A. / THE HERSHEY COMPANY / INGREDION INC. / MARS PETCARE / MEAD JOHNSON COMPANY / MILLERCOORS / SCHWAN'S COMPANY / T. MARZETTI COMPANY / URSCHEL LABORATORIES COMPANY / WONDERFUL CITRUS / **HEALTHCARE SERVICES, EQUIPMENT AND PHARMACEUTICALS** / BOSTON SCIENTIFIC CORP. / BROOKDALE SENIOR LIVING / CEVA SANTE ANIMALE / ETHYPHARM / GENENTECH, INC. / HOPITAUX UNIVERSITAIRES DE GENEVE / IPSEN GROUP / LEICA BIOSYSTEMS COMPANY / MAYO CLINIC / MEDTRONIC / MERCK SANTE / MERIAL / OHIO COLLEGES OF MEDICINE / OSU WEXNER MEDICAL CENTER / PFIZER – FAREVA / VIRBAC / WOOSTER COMMUNITY HOSPITAL / **METALS AND MINING** / ALCOA CORPORATION / ALLEGHENY TECHNOLOGIES / BARRICK GOLD CORPORATION / GBC METALS, LLC / HIRSCHVOGEL INC. / IMERYS / KAISER ALUMINUM CORP. / SEARLES CORPORATION / **MUNICIPALITIES AND GOVERNMENT** / CITY OF ALEXANDRIA, VA / FEDERAL AVIATION ADMINISTRATION / NATIONAL SECURITY AGENCY / OHIO DEPARTMENT OF DEVELOPMENTAL DISABILITIES / ORANGE COUNTY SANITATION DISTRICT / UNITED STATES DEPARTMENT OF LABOR / UNITED STATES MINT / **OIL AND GAS** / BP AMOCO / EXXONMOBIL CORP. / MARATHON OIL CORP. / SUNCOR ENERGY / SUNOCO...

LEAN MANAGEMENT CERTIFICATION FOR SERVICES
BECOME A CERTIFIED LEAN MANAGER AND ENGAGE
YOUR COMPANY IN OPERATIONAL EXCELLENCE!



→ Know more on [Publics Educational Events by Productivity, Inc](#)

NORTH AMERICA & ASIA
PRODUCTIVITY INC.

375 Bridgeport Avenue, 3rd Floor
Shelton, CT 06484
Phone: (203) 225-0451 / (800) 966-5423

Register online: www.productivityinc.com
Email: lean@productivityinc.com

EUROPE
PRODUCTIVITY INNOVATION
Paris – Lyon - London

LATIN AMERICA
PRODUCTIVITY LATINO AMERICA
Mexico



2024 SPRING SESSION – JANUARY 22-26 2024 – A 5-DAY VIRTUAL PROGRAM

THE LEAN OFFICE

Please print. Copy this form for additional registrations.

NAME	TITLE	COMPANY
------	-------	---------

ADDRESS

CITY	STATE	ZIP
------	-------	-----

PHONE	FAX	EMAIL
-------	-----	-------

PAYMENT OPTIONS

Payment must be received BEFORE the event. This event fills up quickly therefore we cannot confirm your registration until payment is received.

PROGRAM TUITION: \$3,015.00

 ENCLOSED IS MY CHECK FOR \$ _____ PAYABLE TO: PRODUCTIVITY INC., DRAWN ON A U.S. BANK.

 CHARGE MY VISA MASTERCARD AMERICAN EXPRESS

CARD # (include 3 or 4 digit security code) _____ / / / EXP. DATE ____ / ____

NAME ON CARD	BILLING ADDRESS FOR CARD	CARD HOLDER SIGNATURE
--------------	--------------------------	-----------------------

CANCELLATION POLICY: Cancellations received within 10 business days of the start of a program will be assessed a fee equal to 10% of the registration fee; the remainder of the fee will be held on account for up to one year for use at a future event. If no notification of cancellation is provided, registration fees will be forfeited. There is a \$50 processing fee for all cancellations. No refunds or credits will be issued once a session is underway.

Consultants and academics may not be eligible to attend.

Any individual attending this program hereby acknowledges and agrees that any photographs or videos taken during the event may be used in marketing efforts (web/print) including, but not limited to news and promotion without compensation to the participant.

Note: All registrant applications will be evaluated for acceptance into the program.

[REGISTER](#)
[REGISTER ON LINE NOW](#)

Online
www.productivityinc.com

Call us
1-800-966-5423 or 203-225-0451

Printed Registration form
Fax: 1-203-225-0771
Mail: Productivity Inc.
375 Bridgeport Avenue, 3rd floor, Shelton, CT 06484