

Context

Although administrative activities account for up to 60% of costs in most manufacturing organisations and up to 80% in administrative service organisations, these areas are often overlooked during lean initiatives. To benefit from a Lean approach within a company, administrative activities must fully support production activities and core services to eliminate waste and improve throughput. A Lean Office approach focuses on exactly this.

Our approach

- The training offers a mix of theoretical basis and practical exercises and provides an insight into what can be achieved in a lean office project.
- Each participant should preferably have a process improvement project.
- During the training course, feedback moments on the progress and possible problems in these projects are provided.
- The training offers the opportunity to exchange experiences with other participants.

What can you expect?

- Lean Office, a methodology developed by Stanwick, optimises these administrative processes so that they require the absolute minimum of resources to meet customer expectations. The Lean Office approach ensures increased output, improved information and knowledge flow, higher customer satisfaction and reduced errors, making processes more effective and efficient.
 - As with any lean initiative, staff engagement is crucial but difficult at the same time. However, when done successfully, results become achievable and a foundation is laid for continuous improvements, as employees will be committed to new ways of thinking and working!
- The training will focus on:**
- Understanding the Lean methodology:
 - Analysis techniques to identify waste
 - Lean toolbox
 - Problem solving toolbox
 - Project management structure for a lean project
 - How to approach a lean project:
 - Dealing with resistance
 - Creating commitment
 - Change Management approach in guiding process improvement
 - By offering a realistic case, all principles are practised on the basis of a theoretical explanation.



Programme

Introduction Lean Office:

- Link with Lean Manufacturing
- Why Lean Office?
- Why focus on lead time reduction?
- Traditional versus lean office processes
- Lean Principles:
 - Principle 1: VALUE : specify the added value for your customer
 - Principle 2: VALUE flow : define all activities of your process
 - Principle 3: FLOW : eliminate all waste from the value stream
 - Principle 4: PULL : put your customer in the driving seat
 - Principle 5: KAIZEN : continuously improve in pursuit of perfection

Lean Office Roadmap and tools:

- Scope and preparation:
 - Understanding the office value stream
 - Analysis of customer demand and expectations
- Mapping the value stream (process):
 - Collecting data, what data, how to measure?
- Define the future office value stream
- Implement and continuously improve

When do we deploy which tool?

- Analysis of the customer demand
- Voice of the customer
- Process mapping: Value stream, swimming lane, SIPOC, spaghetti diagram
- 10 wastes
- Measurements for administrative processes: TAKT time, lead time and cycle time, Pitch time
- FIFO
- Standard work
- Balanced work
- Visual management
- Work environment
- ...

Lean Leadership:

- The 3 components of lean office : technology, behaviour & management
- Role of the manager in a Lean process
- Change management : mobilising people, transition process in change, dealing with resistance, communication management

Testimonial

"The Stanwick team has provided my HR team with excellent training, coaching and serious challenges in the analysis of our HR processes. This way, the HR team can take further steps in realising its mission to make competent, performing and committed personnel available to our customer in an efficient and customer-oriented way."