Lean Courses for Office, Education, Government, and Service Industries

Indian Hills Community College

Course Name & Suggested Participants	Description	Hours	Class Size
Strategy Deployment	This course is in development		
workplacelean© Pillars *Everyone working with an office process*	This course gives participants an overview of lean and how it applies in an office or service environment. An office simulation is used to apply concepts learned throughout the day.	1 day – 8 hours	12 max
workplacelean© Launch *Everyone working with an office process*	Participants will create a process map with swim lanes for a **selected process in their area**, identify value added and non-value added steps, then apply lean tools to eliminate waste and improve through put.	2 days – 6 hours/day	12 max
Value Stream Mapping *Managers/Supervisors/Team Leaders*	Value Stream Mapping is an essential lean methodology to evaluate the current state and develop a future state of a process. This Value Stream Mapping Course works well with custom and job shop manufacturing. The Value Stream Map is a high level look at a process that will show opportunities for improvement and help to prioritize subsequent improvement activities. **Participants will create Current and Future State maps of their own processes and report out on the last day.**	3 days – 6hrs/day spaced over 3-6 weeks	20 max
A3 Problem Solving *Everyone – beginning with Supervisors/Team Leaders*	The A3 Problem Solving method presents a complete, disciplined and effective approach to solving problems. Used by Toyota for continuous improvement, it includes a graphical description of the current state, identification of problems, root cause analysis, development of a target condition with countermeasures, the implementation plan, test and follow up along with development of cost savings and other benefits. **Participants will apply A3 Problem Solving to their own work and report-out on the last day.**	4 days – spaced over 4-6 weeks	18 max
5S – Workplace Organization *Everyone*	A clean and well-organized workplace is key to a successful lean implementation strategy. This course presents the 5S concepts of sort, set in order, shine, standardize and sustain. **Participants will learn each concept and apply it to a pre-determined area throughout the day.**	1 day – 8 hours	12 max