Value Stream Mapping for Office & Service

7th November, 2014
Manchester.
09:00 – 15:00

Researched and delivered by:

Early bird offer
Register before 10th Oct
SAVE £100 per delegate
This interactive workshop is delivered by Drew Locher, an internationally acclaimed lean expert, instructor and Shingo Prize-winning author.

**Drew Locher**

*Lean Specialist & Instructor*

Drew first became involved in the development and delivery of innovative Business Improvement programs while working for General Electric in the 1980s. Since leaving GE in 1990 he helped the National Institute of Standards and Technologies’ Manufacturing Extension Partnership (MEP) develop a Lean University, providing training to roughly 1,000 MEP field engineers helping small to medium-sized manufacturers throughout the country.

After forming Change Management Associates, he has provided Operational Excellence consulting and organizational development services to industrial and service organizations representing a wide variety of industries including: Healthcare, Transportation, Distribution, Education, Financial Services and Manufacturing.

Since 2001, he has been a faculty member of the Lean Enterprise Institute (LEI) the not-for-profit organization of Jim Womack, the co-author of Lean Thinking. In 2004, Drew co-authored a book titled, The Complete Lean Enterprise – Value Stream Mapping for Administrative and Office Processes. The book won a 2005 Shingo Prize.


Drew is currently an instructor in ISD’s Improvement Kata & Coaching Kata course and developer of the new Lean Leadership program at the University of Michigan.

Drew has authored and co-authored award winning publications including:

- The Complete Lean Enterprise: Value-Stream Mapping for Administrative and Office Processes
- Lean Office and Service Simplified: The Definitive How-To Guide


In 2008 he published, Value Stream Mapping for Lean Development. His third book titled, Lean Office and Service Simplified – the Definitive How-to Guide was a 2012 Shingo Prize recipient. Drew’s latest book is titled Unleashing the Power of 3P: The Key to Breakthrough Results. He is a frequent speaker at conferences in the U.S. and abroad on the subject of Lean Enterprise Principles and Enterprise Excellence.

Drew is currently an instructor in ISD’s Improvement Kata & Coaching Kata course and developer of the new Lean Leadership program at the University of Michigan.
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Lean is defined as the efficiency in which customer interest is translated into customer satisfaction. Efficiency is measured in terms of lead time, productivity, quality and inventory. A Lean Enterprise relentlessly drives “Non-Value-Added” waste from the overall system that constitutes the business, by improving the flow of materials and information. The fact is that most organisations have a great deal of waste within their systems. By redesigning key business processes, much waste can be eliminated, thereby providing tremendous benefits to the organisation.

Course Overview

This workshop provides the essential knowledge for applying Value Stream Mapping - the assessment and planning tool of lean practitioners, within office environments. The workshop will review the eight basic wastes in the context of non-production processes. In addition, a review of how Lean Thinking can be applied to improve information intensive processes is provided to develop the necessary foundation of understanding.
Agenda

08:30 - 09:00  Registration, tea/coffee
09:00 – 09:30 Welcome, Introductions
09:30 - 10:45 The Eight Wastes Applied to Office & Service Scoping a Value Stream Mapping Project
10:45 - 11:00  Tea/Coffee break
11:00 - 12:15  Current State Mapping (CSM)
               Case Study CSM
12:15 - 13:00 Lunch
13:00 - 14:00 Future State Mapping (FSM)
               Case Study FSM
14:00 – 14:40 From Future State to Implementation
14:40 – 15:00 Achieving the Future State
15:00  Adjourn

Learning Objectives

• Explore Value Stream Mapping’s potential for enterprise wide process improvement.
• Understand the effectiveness of Value Stream Mapping and how to apply its use for office process improvement.
• How to move from the Future State to an Implementation Plan.
• Gain deeper understanding of lean concepts in office environments such as flow, pull, pitch and levelling.

Early bird offer Register before 10th Oct SAVE £100 per delegate
Booking form

Three ways to register:

**Telephone:** +44 (0)161 298 5556  
**Email:** info@truenorthexcellence.com  
**Post this form to:** True North Excellence Ltd, Momentum House, Enterprise Way, Lowton, Warrington, WA3 2BP

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| 4th November, 2014, Carl Zeiss, Cambridge. 09:00 – 17:00  
5th – 6th November, 2014, Manchester. 09:00 to 17:00  
7th November, 2014, Manchester. 09:00 to 15:00 |

**Registration Fees / Price Per Delegate**

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<th>4th November, 2014</th>
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Sub Total (exc VAT) £  
**Grand Total (inc VAT) £**

**Company Name**

**Company Address**

Tel No.  
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**T**el. **Co**. **d** No.  
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**Method of payment:**

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**CANCELLATIONS:** Should you be unable to attend, a substitute is always welcome, up to three working days before the event. Refunds will be made up to 30 days before the event in writing, minus a £100 per delegate enrolment fee. Regrettably we do not provide refunds less than 30 days before the seminar.