



WORKSHOP

LEAN OFFICE YELLOW BELT

Two-day Lean certified training for
developing future Lean Office Champions

LOCATION
Coventry, UK

DATE
4th - 5th July,
2018

TIME
09:00-17:00

EARLY BIRD COST
£795+VAT PER PERSON
if registered before
1st June 2018

LIST PRICE
£895+VAT PER PERSON

KEY FEATURES

Two days certified training covering:

- ▶ Process thinking and Mapping Information Flows
- ▶ Visual Management- 5S, Visual Boards & Visual Controls
- ▶ A3 Thinking – From story boards to problem solving

The workshop is designed for future champions of Lean in the office. It will focus on three key areas that will enable each delegate to return to work and engage in continuous improvement methodology. This workshop includes hands-on exercises, collaborative working and reflection on delegates' own challenges in applying Lean in their organisation.

By the end of this workshop delegates will:

- ▶ Have learned how to use and apply basic information flow mapping to see where waste exists
- ▶ Understand Lean practices to remove waste and add greater value to your work
- ▶ Be able to see the business as Value Streams and better understand customer value
- ▶ Understand the importance of visual management in driving improvement
- ▶ Know how to use A3 reporting as a key to continuous improvement success

Benefits to the company:

- ▶ Workers spend less time correcting errors and more time delivering value
- ▶ Improved productivity and better use of existing resources
- ▶ Focus on what the customer values and deliver higher customer satisfaction
- ▶ Reduce total cost and improve quality of work
- ▶ Faster service and increased flexibility

Who should attend?

Future Lean champions can come from any department including:

- ▶ Customer services
- ▶ Finance and accounting
- ▶ HR
- ▶ Office administration
- ▶ Sales and marketing
- ▶ Purchasing and procurement

Pre-requisite learning

This is a beginner to intermediate course.

Attendees are expected to have some exposure to Lean principles or have attended the Introduction to Lean in the Office workshop.



AGENDA

Day one - Wednesday 4th July, 2018

09:00 **Introduction to Lean Office**

- ▶ Muda, Mura and Muri
- ▶ Creating stability

12:00 *Lunch*

12:45 **Seeing Waste in the Office**

- ▶ VSM and Information Flow Mapping
- ▶ Mapping the current state
- ▶ Kaizen Bursts
- ▶ Exercise

17:00 *Close*

Day two - Thursday 5th July, 2018

09:00 **Productive Workplace**

- ▶ 5S in the office
- ▶ Visual Management & Displays
- ▶ Exercise

12:00 *Lunch*

12:45 **A3 Thinking: Story Board, Proposal, Reporting**

- ▶ PDCA and A3 Problem Solving
- ▶ A3 Exercise

15:30 **Activity: A3 Storyboard – Lessons Learned**

16:30 **Report out**

17:00 *Close*

Certificate

A Lean Office Yellow Belt Certificate from True North Excellence will be awarded upon completing the two-day workshop. Yellow Belt is the first of the Lean Office certifications, completion of this award ensures access to the higher-level belts.

“Lean is not just for manufacturing. A Lean Office can not only reduce waste and cut processing times and cost, but it can also deliver a better and more responsive customer experience”

Jon Tudor

Director, True North Excellence



EARLY BIRD OFFER

REGISTER AND PAY BEFORE 1ST JUNE 2018 & SAVE £100 PER PERSON

DELEGATE FEES

EARLY BIRD £795.00 +VAT/per delegate

If booked and paid before 1st June 2018

LIST PRICE £895.00 +VAT/per delegate

If booked and paid after 1st June 2018

Need help registering or a enquiry about group discounts?
Contact **Nicola Corcos** on **0161 298 5556**
or email nicola@truenorthexcellence.com

Delegate Details

Title	Forename	Surname	Job Title	Fees £
				£
Partner Code		Sub Total (exc VAT) £		Grand Total (exc VAT) £

Company Name	
Company Address	
Postcode	
Tel No.	Fax No.
Email	

No contract between True North Excellence Ltd. and you in respect of your attendance at the seminar/s will come into existence unless and until True North Excellence Ltd. accepts your booking by issuing an email confirmation of acceptance to you. Places are subject to availability and please note that acceptance of booking requests is entirely at the discretion of True North Excellence Ltd.

By signing this registration, I hereby confirm that I have and read understood and agree to be bound by the Terms & Conditions.

Signed	Date

Name	Job Title

Terms and Conditions

True North Excellence reserves the right to make changes to the programme, speaker or venue should this be necessary. Please note that we might film, record or photograph all, or part of our events. Footage, photography or audio may be broadcast after the event and used in a professional context.

Cancellation Policy: Should you be unable to attend, you are welcome to field a substitute delegate. The organisers (True North Excellence Ltd.) should be informed up to three working days before the departure date. A full refund will be paid if the delegate or his company cancels in writing within 30-days of the event, minus a £100 per delegate enrolment and administration fee. Regrettably we do not provide refunds less than 30-days before the event.

Payment by BACs

Account Name: True North Excellence Ltd	Bank: HSBC	Account Number: 62549093	Sort Code: 40-45-24
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Payment by Card

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FOUR WAYS TO REGISTER

- Telephone:** +44 (0)161 298 5556
- Email:** nicola.corcos@truenorthexcellence.com
- Post this form to:**
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