



WORKSHOP

INTRODUCTION TO LEAN IN THE OFFICE

INTRODUCTORY ONE-DAY WORKSHOP
ON LEAN IN THE OFFICE

LOCATION

Crange Hall Hotel,
Holmes Chapel, Cheshire,
CW4 8EW

DATE

22nd April 2020

TIME

09:00-17:00

EARLY BIRD COST

£395+VAT PER PERSON
if registered before
27th March 2020

GROUP BOOKING DISCOUNT

3 for the price of 2.
If booked and paid before
the 27th March 2020,
3 delegates can attend
for the price of two.

LIST PRICE

£495+VAT PER PERSON

KEY FEATURES

- Understand the 8 Wastes of Lean Management when applied to office work
- Understand the 5 principles of Lean Management and focus on Voice of the Customer
- Understand the importance of Standard Work and Problem Solving
- Gain a clearer picture of the current state of your office processes
- Participate in practical exercises to develop awareness of lean management concepts

LOCATION

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DATE

22nd April 2020 09:00-17:00

This is an entry-level workshop for delegates who want to learn the concept of Lean Management applied to office work.

Participants will leave the workshop with a firm grasp of Lean fundamentals and inspiration to apply the concepts in their own office environment.

**BY THE END OF THIS
WORKSHOP DELEGATES WILL:**

- Understand the 8 Wastes of Lean Management applied to office work.
- Understand the 5 principles of Lean Management and focus on the Voice of the Customer.
- Understand the value of Standard Work in improving quality and effectiveness.
- Have a clearer picture of the current state of their office processes.
- Understand the concept of Visual Management and the importance of being able to visualise problems.
- Know how to promote teamwork and continuous improvement across disciplines.

WHO SHOULD ATTEND?

The workshop offers value to employees, specialists, leaders and managers who work in an office and support office processes. It is also beneficial for those who work alongside administration to improve business processes.

The workshop is valuable to people working in the following functions:

- Finance and accounting
- HR
- Office administration
- Sales and marketing
- Purchasing and procurement

**EARLY BIRD OFFER****REGISTER AND PAY BEFORE 27TH MARCH 2020 & SAVE £100 PER PERSON**

AGENDA 22ND APRIL 2020

09:00	INTRODUCTION TO 'LEAN THINKING'
09:30	INTRODUCTION TO THE FIVE LEAN PRINCIPLES ▶ Customer Value, Value Streams, Flow, Pull, Perfection ▶ Voice of Customer in the office
10:00	INTRODUCTION TO THE 8 WASTES ▶ ACTIVITY: The 8 Wastes
11:45	APPLICATION OF LEAN CONCEPTS: Stabilise; Standardise; Visualise; & Continuously Improve ▶ ACTIVITY: Standard Work
12:30	LUNCH
13:30	PROCESS THINKING IN THE OFFICE ▶ ACTIVITY: Making Problems Visible
15:00	OVERVIEW OF VALUE STREAM MAPPING
16:15	OVERVIEW OF PDCA
17:00	CLOSE



Your Expert Trainer

Gemma Jones

Assoc. True North Excellence

Gemma is a creative yet logical systems thinker, who loves to work with teams to break things down, figure them out and rebuild them better than ever. She has a Master's Degree in Mechanical Engineering and over the past 20 years has held Continuous Improvement roles with global businesses across different sectors, including Pharmaceutical, Dairy, FMCG, Food, and Medical Devices.

Gemma is hugely passionate about engaging the workforce with Continuous Improvement and strongly believes in Lean Thinking. She gets such a kick out of training, coaching and facilitating, especially when she sees the lightbulb switch on in someone's head – when they solve a problem; when they realise they have the power to change; or when they get excited about all the improvements they could make.

When she is not working, or looking after her two sons, Gemma is usually reading or thinking about doing Yoga.

Venue & Accommodation

Cranage Hall Hotel

Holmes Chapel
Cheshire, CW4 8EW

Overnight accommodation is not included in the registration fee. However, reduced rates at Cranage Hall is £90 including breakfast per room per night.

Please contact the hotel directly on 01477 536666 quoting 'True North Excellence' to redeem the accommodation discount.



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