







VIRTUAL TRAINING & COACHING

CREATING AND SUSTAINING A LEAN DAILY MANAGEMENT SYSTEM

Module 1: Wednesday 7th July 2021: 08:30-11:30 ET  13:30-16:30pm 

Module 2: Wednesday 14th July 2021: 08:30-11:30 ET  13:30-16:30pm 

Module 3: Wednesday 21st July 2021: 08:30-11:30 ET  13:30-16:30pm 

*Weekly coaching sessions arranged with each delegate/company requirements

Developing an effective Lean Daily Management System (LDMS) will enable you to:

- ▶ Make problems visible, accountable and manage daily priorities effectively
- ▶ Stop daily firefighting and become in control of your processes
- ▶ Engage your people in Continuous Improvement habits and routines
- ▶ Develop your own LDMS that sustains improvements by providing leadership support to those closest to the process
- ▶ Build the environment in which your Daily Management System supports your organisations long term goals



AVAILABLE IN-HOUSE:

Do you have 8 or more people to train?

True North Excellence can deliver this course on-site or online to groups of 8 or more. Please contact Nicola on 0161 298 5556 or email nicola@truenorthexcellence.com

This course is delivered through:



3 x 3 hour live virtual classroom sessions with your expert instructor



2 x 2-hour Gemba focused practical homework assignments



3 x 1 hour virtual coaching sessions with instructor (1-2-1 or 1-2-Company)



**Total time
16 hours over
three weeks**

EARLY BIRD OFFER

£645 if booked and paid before 4th Jun 2021

£795 if booked after 4th Jun 2021

*Places limited to 14 delegates

If you want to be more successful in delivering what your customer values, then an effectively led and managed Daily Management System (DMS) will empower you and your colleagues to improve your effectiveness and efficiency across your business.

This three-week virtual training course with practical assignments and coaching is designed for the **'Leaders of the Process'**. Split between the behaviours and habits required to lead and sustain a DMS, and the technical skills in creating an effective system, it will enable your teams to achieve your organisational goals.

Continued Learning:

All attendees receive 6-month access to the full recordings of the training sessions, slides decks, templates and materials used in the course. You can access these recordings at any time, allowing you to revisit key learning areas to further help and develop the application of your new skills.



Who should attend?

Leaders of the Process

This course has been created to train the overall leader of the process in sustaining an effective DMS, typical roles include:

- ▶ Plant Manager / Site Director / Managing Director
- ▶ Operations Director / Production Director / Manufacturing Director

In addition to the Leader of the Process, training the following roles in DMS are an integral part of an effective DMS:

- ▶ Functional Heads and Managers including Production, Operations, Manufacturing, Quality, Engineering and Purchasing
- ▶ Value Stream Leaders
- ▶ Continuous Improvement champions and Lean professionals

Benefits of attending:

- ▶ Gain control of your processes so your teams can focus on daily improvement
- ▶ Create the structure, routines, and habits so Lean Thinking becomes everyone's way of working
- ▶ Engage all team members in focusing on the right things at the right time, every day
- ▶ Create measures that team members can impact and improve upon
- ▶ Improve process quality and reduce process variation



Module 1:

Good Day/Bad Day - Are We Winning or Losing?

7th July 2021 08:30-11:30 ET / 13:30-16:30pm GMT

- ▶ What is a Daily Management System (DMS) and how it can help achieve your organisational goals?
- ▶ On-track/ off-track and the Continuous Improvement mindset
- ▶ Introductory elements of a Lean Daily Management System:
 - ▶ Go, Look, See (and Listen)
 - ▶ Leading with questions
 - ▶ PDCA
 - ▶ Short Interval Control (SIC)
 - ▶ Process Confirmation
 - ▶ Escalation
 - ▶ Problem Management

Followed by:

- Gemba focused practical homework assignment 2hrs
- 1 hour virtual coaching sessions with instructor (1-2-1 or 1-2-Company)

Module 2:

Making Your Status and Processes Visual

14th July 2021 08:30-11:30 ET / 13:30-16:30pm GMT

- ▶ Visual Performance Management in a LDMS
- ▶ Identifying KPI's that drive the right behaviour and habits
- ▶ Moving from Lagging to Leading Measures
- ▶ Making your current status visible and managing performance to plan
- ▶ Problem escalation and problem solving
- ▶ Creating effective and dynamic visual management boards
- ▶ How to hold effective meetings

Followed by:

- ▶ Gemba focused practical homework assignment 2hrs
- ▶ 1 hour virtual coaching sessions with instructor (1-2-1 or 1-2-Company)

Module 3:

Implementing and Sustaining Your Lean Daily Management System

21st July 2021 08:30-11:30 ET / 13:30-16:30pm GMT

- ▶ Setting standards and making plans
- ▶ Using Short Interval Control
- ▶ Practicing Go, Look, See
- ▶ Leader as a coach – creating desirable behaviours and habits
- ▶ Create your own Leader Standard Work – from reactive to proactive
- ▶ Daily Diary Development and Process Confirmation
- ▶ Ways to improve the system

Last coaching session is to help guide and support you as you experiment and apply your new skills in your own work, 3-5 weeks after the final module.

Virtual Training and Coaching with True North Excellence

**This is what our customers say
on our virtual courses and coaching:**

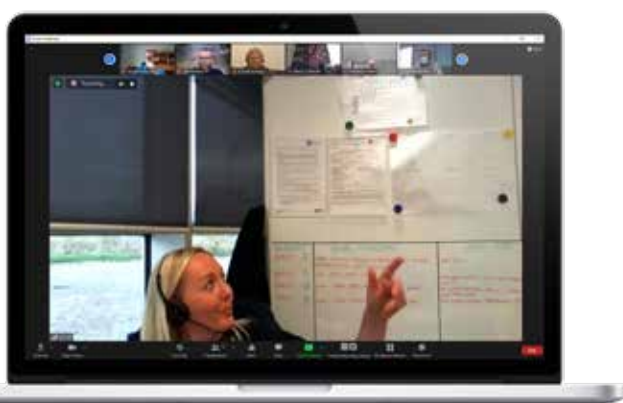
“I was a little sceptical going into the ‘online’ training course, however it has been great. Fantastic to take some time out to reflect, revisit some previously learned competencies and learn new ways of thinking and addressing issues.....great work guys!”

**D Lawson, Operations Director,
Dover Fueling Solutions, November 2020**



“I expected the virtual course it to be of a high standard and it has been. I think the coaching is a masterstroke which has taken the course to a much more meaningful level. I like that the course uses a broad series of techniques and experience which are not just the usual suspects.”

L Barker, Operations Director, Dakin Flathers Ltd, December 2020



“10/10 Our instructor has been a great teacher! Very helpful defining the problems and showing examples of solutions to help me get a better understanding of each one.”

**C Berry, Global Business Systems Specialist,
Colorcon Global Headquarters USA, December 2020**

“I have really enjoyed it and found it to be engaging and inspiring. The blend of training and coaching is particularly effective. The management of the virtual meetings is done really well, and the environment is friendly. In many ways I prefer this delivery method to an off-site training course. It avoids the travel and time away from work. And the way the course is spread over time allows the content to be digested and explored in more practical ways with the coach.”

K Grice, Manufacturing Manager, Hexion, November 2020

