

## **PLOA1 – Lean Office & Administration**

Most businesses regard lean manufacturing almost exclusively as a set of production tools and techniques. Most businesses who implement lean manufacturing fail to achieve the full benefit of this strategy because the office and administration areas are not included in any kaizen activities.

If you think lean is about the factory floor only, then remember that typically 60% to 80% of all costs associated with a product line are non-production costs.



The course will teach you how to apply lean tools such as 5S, 8 Wastes and Value Stream Mapping to an office environment. We also teach you 'how to see' waste, package office tasks into units of work and calculate your customers' real requirements.

### **The Lean Office training course covers the following topics:-**

- 5S - World class workplace organisation
- 8 Wastes - learn how to identify over 80% of all waste in your office by reviewing just 8 factors
- Value Stream Mapping (VSM) - this is made up of the following:-
  - How to generate a current state map?
  - How to generate Takt time?
  - How to introduce pull systems and work levelling?
  - How to identify continuous flow manufacturing processes in an office environment?
  - Generating a future state map
- How to implement Lean Office
- Creating the implementation plan

### **Expected benefits to the business:**

- Improved quality
- Decreased lead times
- Reduced paperwork
- Reduced cycle times
- Increased capacity
- Reduced work-in-process (WIP)
- Increased productivity
- Reduced cost

**Target Audience:** Personnel in sales, finance, account management, purchasing, service and other admin functions

**Contact Productivity Institute to book your workshop(s) or for further information**