

Fundamentals of Lean Systems Thinking – Executive Briefing

Course Context

Business Process Improvement (BPI) is at the core of modern business strategy. Lean is one of the most successful BPI philosophies in history. This course will provide an overview of Lean and how it can be successfully applied to Local Authorities across a broad range of service areas.

Compelling and Targeted to the specific audience

The focus on the briefing sessions will be to ensure it is compelling and targeted to the specific audience. Key aspects of the session will be to tailor the delivery to ensure:

- The key drivers for the audience are addressed – such as value for money, the requirement for efficiency savings, Cleaner and Greener Agenda and other corporate themes. Examples and case studies collated to address the key drivers.
- Highlight the need to engage all stakeholders and the requirement to develop collaborative partnerships both within the Local Authorities and with Partner Organisations.
- Corporate policies and key focus areas or ‘golden threads/corporate pledges’ are identified and referenced.
- Relevant case study material is available to highlight the benefits of the Lean Systems Thinking Approach in terms of motivation of the staff at all levels, encouraging an atmosphere of continuous improvement and, above all, achieving improvements in the Quality, Cost and Delivery of Customer Service to lead to Service Excellence.
- Highlight the outcomes analysis in terms of impact assessment on business performance and Customer Service Excellence.

- Demonstration of the importance and impact of the Chief Executive and Elected Member engagement to ensure Lean Systems Thinking is adopted within the organisation to allow for the customer to be at the centre of all improvement activities to eliminate waste in the processes.
- The use of experiential learning will be adopted wherever possible, for example, using relevant case studies, simulated participative learning exercises and through work based learning.

On completion of this course delegates will:

- Understand the importance of engagement and buy in from the key stakeholders within the organisation to support the Lean Systems Thinking Approach.
- Understand the principles of Lean Systems Thinking and the service improvements that can be realised through the application of a lean programme
- Have an overview of structured methods to define, measure and prioritise service areas for improvement
- Have an overview of the cultural aspects of Lean Systems Thinking and the keys to sustainability
- Understand the importance of clear leadership using the Lean Principles of Customer Focussed Service Excellence.

Who should attend?

Chief Executives and elected members – where possible, a mixed group to encourage teamwork and sharing of visions and ideas is encouraged.

Course style

This is a 3 hour facilitated workshop using a combination of presentations and discussion centred on live case studies.

Course Content

What is lean?

Benefits of Lean Systems Thinking – case studies

Understanding your customers

Defining the process, value and identifying waste

Lean tools & techniques

Impact assessment

Barriers to change & the role of senior management

Tailoring the approach through needs analysis

Importance of buy-in and empowerment - creating a lean environment

Integration of business improvement projects with strategic objectives

Lean Project & Programme Management

Change Management

Outcomes

- An overview of the principles and benefits of Lean Systems Thinking
- Overview of strategic impact of Lean Systems Thinking
- Understand how priority areas are identified and how to effectively measure service improvement
- Understand the importance of developing a culture of continuous improvement – creating sustainability

Duration (3 hours)

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