

Lean Systems Thinking - Overview

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 gives an overview of lean and how it can be successfully applied to Local Authorities across a broad range of service areas.

On completion of this course delegates will:

- Have an understanding of the principles of Lean Systems Thinking
- Have an understanding of the benefits that can be realised within Local Government service delivery and the potential benefits within their own services/departments

Who should attend?

Transformation team members, Change Agents, Service Managers, those involved in delivering service improvement

Course style

This is a one day facilitated workshop for groups of up to 14 delegates. The content is delivered via a mix of teach points, practical exercises utilising case studies, team activities and syndicate group work. The aim is to energise the team, maximising relevance to the individual delegates.

Course Content

What is Lean?

Lean Systems Thinking – principles & philosophy

Benefits of Lean Systems Thinking – case studies

Understanding your customers and analysing demand

Defining the process and identifying value

Identifying waste

Understanding & reducing variation

Lean Measurement Fundamentals - defining relevant measures of performance

Barriers to change

Overview of lean tools & techniques

Productivity Needs Analysis

Service Excellence Needs Analysis

The Balanced Scorecard

Next Steps

Outcomes

- An introduction to the principles and benefits of Lean Systems Thinking
- Understanding the methods used to implement the principles into real processes to achieve sustainable impact and cultural change
- A clear understanding of how to view the work as a system and the principles to effectively measure the system
- Challenging the team to look at the potential to apply the lean approach to their own service areas or processes

Duration (1 Day)