

Lean for the Office: Administrative Kaizen

Overview: As businesses begin to realize the benefits of continuous improvement on the shop floor, additional opportunities for improvement become more apparent in departments outside of production. While the context for improvement is different in the office than in the factory, the very same kaizen process can uncover and reduce or eliminate non-value added activities in support areas. Companies that have implemented administrative kaizen operate their processes at lower cost, without mistakes, with fewer people, and take less time. Similarly, procurement activities are simplified, invoices are generated faster, design changes are executed flawlessly and sales inquiries are filled immediately.

This one-day introductory course is intended to introduce administrative and support employees to the philosophies of continuous improvement and techniques to identify and eliminate waste from all types of processes. After a short classroom session covering the basics, students will gain hands-on practice mapping an administrative process, using this simple, yet powerful method in order to uncover non-value-added activities and identify ways to make value flow faster to their customers, both internal and external.

After taking this class attendees will be able to:

- ✓ Explain how continuous improvement applies to administrative processes
- ✓ Assess the current condition of any administrative process using process mapping
- ✓ Develop a target condition of any administrative process
- ✓ Identify non-value added waste in administrative functions
- ✓ Apply simple countermeasures to reduce or eliminate administrative waste
- ✓ Implement and measure the improvement plan
- ✓ Organize the administrative workplace

Who should attend? This course is specifically designed for managers and employees in all administrative functions. Quality, Accounting, IT, Sales, Marketing, Customer Service, Procurement, Planning, Engineering and other support employees will benefit from Administrative Kaizen. Further, the benefits of administrative kaizen apply to service industries as well as manufacturers. Any manager or employee who wants to radically improve departmental performance while reducing overhead costs is encouraged to attend.

Time Commitment: 8 hours

Course Outline/Topics:

- What is Continuous Improvement and Administrative Kaizen?
- Overview of lean philosophies and 7 wastes
- Hands-on practice with Process Mapping
- Analyzing a process map and implementing process improvements