



Lean Sigma Awareness

Creating a Sustainable Difference

Lean Sigma Awareness Programme

Lean and responsive businesses with the capability to meet ever more challenging expectations of customers are the clear leaders in any economy. Our practitioners have significant experience of helping organisations succeed, deliver value for their customers and become more competitive by eliminating waste, improving quality, reducing errors, empowering staff, driving innovation and truly understanding their stakeholders and customers.

The process of improvement cannot be undertaken without the full use of the skills, knowledge and expertise of those who provide the services every day. We view staff as experts whose potential must be released.

Our Lean Sigma Awareness programme is designed to enable individuals to gain an insight into how Lean Sigma can be applied to service delivery and the office in all types of organisations.

This development programme is a practical, hands-on programme which demonstrates how Lean and Six Sigma principles can be applied to a typical transactional process. It enables rapid understanding of what improvements can be realised and provides an insight into tools and techniques which delegates can take back and apply in the workplace.

Benefits

- ▶ Understand how this approach helps to reduce real costs in service delivery.
- ▶ Discover how to improve performance and the customer experience.
- ▶ Be able to apply the learning in your work environment.
- ▶ Start to create sustainable improvement.

The knowledge gained and lessons learned are practical and meaningful. They can be used in any organisation to drive reduced costs and improve levels of service.

Agenda

Take a look at a typical agenda overleaf which can also be tailored and delivered in-house.

For More Information

To find out more please contact us at our offices, visit our website at www.tealconsulting.co.uk or e-mail us at info@tealconsulting.co.uk



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Lean Sigma Awareness	
Day 1 (7 Hours) Workshop	Day 2 (7 Hours) Feedback and Strategic Planning
Introductions	Value Stream Mapping
Waste Awareness/Lean Six Sigma	
The DMAIC Roadmap	Value Adding v Non-value Adding Activities
Simulation Game Round 1	
Voice of Customer	Process Mapping Techniques
Define	
Measure	Simulation Game Improvement
Analyse	
Improve	
Control	
	5S
	Structured Problem Solving
	Change and Implementation Management
	Visual and Daily Management
	Workplace Organisation
Simulation Game Round 2	
	Error Proofing
	SOP
Lean Six Sigma into Practice	Your Next Steps

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