



CONTINUING EDUCATION

Principles of Lean Office & Administration

CEQAL 607

What is Lean Office?

Lean Office helps companies with any type of administrative function to streamline information flow—the gathering, improving, movement and storage of information. Just like lean for the factory floor, Lean Office focuses on reducing total cycle time—in this case, the time between orders being placed and when payments are received. Over 40 percent of total cycle time occurs at the front end of a project. Tasks such as taking orders, confirming credit, designing parts and ordering materials eat up approximately 42 percent of a typical company's total cycle time. Manufacturing and shipping account for only 8 percent. The remaining 50 percent of the cycle time is spent waiting for customer payment. Lean Office can help you reduce your total cycle time by helping you streamline beyond the shop floor—improving customer and employee satisfaction in the process.

Benefits of Lean Office:

- Reduce paperwork processing time
- Reduce inventory
- Reduce Work-in-Process (WIP)
- Reduce costs
- Reduce floor space
- Increase capacity
- Improve on-time performance
- Increase productivity
- Improve quality
- Increase profits

Who Should Attend:

Result-oriented managers, team leaders and others directly involved in daily operations, or profit improvement strategies with bottom-line responsibility.

Prerequisite:

To obtain maximum benefit, a general familiarity with continuous improvement and problem solving activities would enhance the power of these techniques.

CEU's Credit: .8

Duration: 8 Hours – 1 day

Course Content:

At this workshop you'll learn the basic principles of Lean Office and how to apply them. Using a combination of hands-on simulation and classroom learning you'll apply Lean Office tools and concepts such as standardized work, visual controls, batch-size reduction, pull systems, and more.

During the simulation exercises—as a member of the office team for Buzz Electronics—you'll see firsthand how the Lean tools improve quality, reduce cycle times, reduce lead-times and improve on-time delivery performance while reducing Work-in-Process (WIP).

Course Outline:

Welcome

- Course Agenda

Introduction to Simulation

- Overview of Buzz Electronics Enterprise
- Assignment of office jobs

Round One Simulation

- Typical office layout (non-Lean)
- 30 minute simulation
- Debrief

Introduction to Lean Office

- Lean definitions/terminology, history and concepts
- Eight Wastes of Lean

Introduction to Lean Components

- Standardized Work
- Work Place Organization/5s
- Visual Controls
- Point of Use Storage (POUS)
- Plant Layout

Round Two Simulation

- Application of Lean concepts
- 30 minute simulation
- Debrief

Continued Introduction of Lean Components

- Pull/Kanban
- Quick Changeover

- Cellular Layout
- Work Balancing
- Quality at the Source
- Teams and Cross Training

Round Three Simulation

Application of Lean concepts

30 minute simulation

Debrief

Review/Wrap up

- Continuous Improvement and Barriers
- Success Factors
- Typical Benefits of Lean
- Overcoming Objectives
- Value Stream Mapping
- Lean vs. Traditional

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar.