

# Introduction to Lean Office

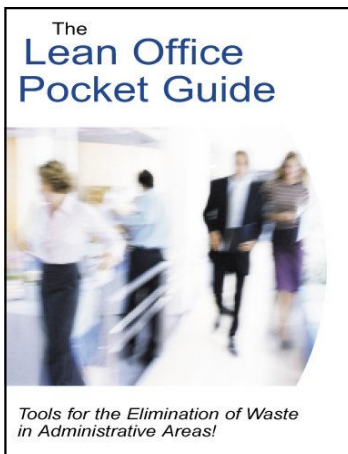
## **"Lean"**

*Customer-focused principles introduced to a business to enable increased production and performance using a minimum of resources.*

## **A 2 day workshop brought to you by Australasia's leading productivity improvement provider**

### **The workshop includes:**

- Simulations and identification of improvement opportunities in an office environment
- Workshop notes
- Lean Office Pocket Guide



***Your program facilitators are all seasoned professional change agents and facilitators***

### **Registration / information**

Phone: 07 3488 2143  
Toll free: 1800 886 269

Email:  
info@improvementgroup.com.au



Participants in this fun **"Introduction to Lean Office"** program will learn the skills to apply problem solving and process efficiency concepts into the office environment.

This two-day course will allow participants to learn and improve "lean" concepts resulting in breakthrough transformations.

### **Who should attend?**

This course is ideal for any employee, manager or executive who requires extra skills to solve problems and implement breakthrough efficiencies to cut costs, reduce waste, save time, increase throughput and the level of work within their environment.

### **Course Outcomes:**

- "Lean" in an office environment
- "Lean" improvement methods such as 5S
- Value Stream Mapping for office and administration
- Enabling continuous workflow

### **Prerequisites**

There are no prerequisites for this course.

Programs are run in-house and require a minimum of 12 participants.



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# Introduction to Lean Office: *the facts*

## *Lean office principles are now defining world-class performers*

### Some of our “Lean” clients

- PMP Print
- Boeing
- Department of Immigration and Citizenship
- St George Bank
- NDA Engineering
- University of Sydney
- Siemens
- Thoughtworks

### What they say about our “Lean” Office programs.

“Simple, direct and well presented”

“We have halved our mortgage processing times using the one piece flow concepts”

“Visual workplace allows us to manage our office more efficiently”

“The motion maps have been a great tool for us”

“I’m a Six Sigma Black Belt and never realized the power of Lean before attending this workshop”

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### What is “Lean”?

Lean is a way of thinking about how a product or service flows through a series of processes in the most efficient way possible.

Each activity or process must create value. It is a simple strategy that helps you create increased workflow through the elimination of waste and variation and removing work imbalance.

### Why do I need “Lean”?

If you:

- often experience workload backlogs
- Have continuing high levels of re-work due to inaccuracies
- Have a high error-rate
- Fail to meet deadlines regularly?
- or your staff work under considerable stress to maintain productivity targets?

If you answered yes to any of these questions YOU need “lean”!

### Where can “Lean” Office be applied?

Lean office tools have been developed and used in a number of industries including Finance, Administration, Health Care, Engineering, Private and non-for-profit organisations.

### Benefits of our “Lean” Office Program Course

*Do you want to be recognized as the best in your field?*

Our Lean Office program will help you increase your work throughput by a minimum of 20%.

It will help you reduce your storage/space requirements, reduce errors and rework, help you create more efficient processes and improve staff morale.

### REGISTER NOW

To register your interest in our Lean Office Program fax this form to **07 3488 2153** or email **info@improvementgroup.com.au**

Name .....  
Title .....  
Organization .....  
Street .....  
Suburb ..... State ..... Postcode .....  
Phone ..... Fax .....  
Mobile .....  
Email .....

Contact us on **+61 7 3488 2143** to discuss your needs



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