

Lean Leadership



COLLEGE OF ENGINEERING
INTEGRATIVE SYSTEMS + DESIGN
UNIVERSITY OF MICHIGAN

PROFESSIONAL CERTIFICATE PROGRAM

Lead a Sustainable Lean Culture

Learn what it takes to lead a sustainable lean culture in this new four-day professional certificate program. Get the tools, techniques, and thinking you need to overcome obstacles and formulate an action plan to create an environment of continuous improvement. If you want to transform the culture of your organization, this program is right for you!

Learn more and register:

isd.engin.umich.edu/LeanLeadership



Your Plan to Succeed

Lean Leadership prepares you to head back to your organization with a clear definition of your role leading a Lean enterprise and an action plan to fulfill it.

To prepare to lead and transform a Lean enterprise, you will:

- Learn elements of a Lean Management System (LMS) and address gaps in your current system
- Create your own Leader Standard Work
- Hone your ability to perform Gemba Walks, conduct 5S audits, facilitate shift start-ups and end-of-shift activities, monitor performance, and communicate with employees
- Design a Visual Management System
- Gain the skills necessary for facilitative leadership, including planning and organizing, communication, trust development, observation, motivation, and providing direction
- Learn how to teach and coach others using A3s, Training within Industries (TWI), and Toyota Kata

Instructor



Drew Locher

Drew Locher has over 30 years of management, consulting, and teaching experience in enterprise excellence. He has helped companies in a wide variety of industries including healthcare, transportation, distribution, education, financial services, and manufacturing implement Lean and organizational redesign.

Program Overview

DAY 1

Overview of Lean Leadership

- Lean versus traditional management approaches
- Elements of Lean management
- Five needs of every leader
- Introduction to standard work

Organizing and Planning

- Leader Standard Work (LSW)
- Bank Game exercise
- LSW homework

DAY 2

Communication

- The communication process
- Sending mixed messages
- Effective communication skills
- Barriers to communication
- Effective meeting skills

Visual Management Systems

- Elements of a comprehensive Visual Management System (VMS)
- Introduction to A3
- A3 homework
- VMS homework

DAY 3

Trust & Motivation

- Respect for others
- Johari Window
- The Personal System (Attitudes, Moods, Beliefs, Competencies, Values, Goals)
- Maslow's Hierarchy of Needs
- Herzberg's Job Enrichment Principles

Observation

- Principle of "Go-See"
- Gemba Walks
- Review LSW, VMS, and A3 Homework

DAY 4

Providing Direction I

- Conflict response modes
- Levels of direction
- Job relations
- The Socratic Method
- Job instruction
- Handling difficult people

Providing Direction II

- Job Methods (JM), PDCA
- Introduction to Improvement Kata
- Introduction to Coaching Kata
- A3 presentation and coaching

Program Details

Certificate

A non-credit certificate of professional achievement in Lean Leadership from the University of Michigan College of Engineering will be awarded upon successfully completing the four-day program.

Register Today!

Visit our Lean Leadership program web page at isd.engin.umich.edu/LeanLeadership send an email to isd-answers@umich.edu or call (734) 647-7200.

2016 Program Date

- October 3–6
Ann Arbor, Michigan

Degrees of Success

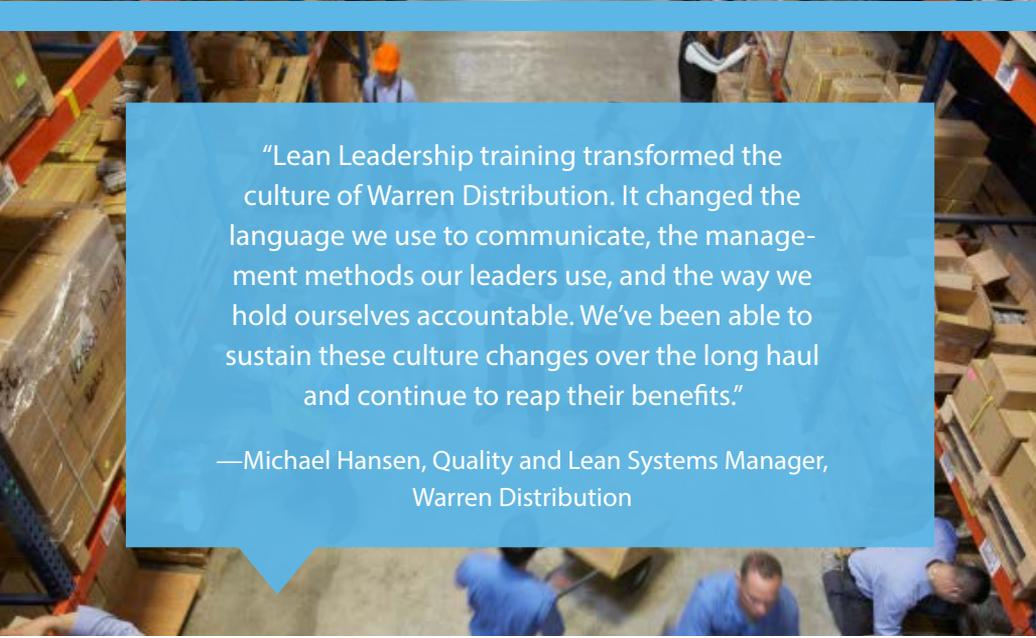
Whatever your professional dreams, you'll be a step ahead with exceptional graduate degree programs offered through ISD. These programs are immediately useful and relevant and some can be completed entirely online.

Visit our website at isd.engin.umich.edu to learn more.

Customized Programs

Our professors and industry experts are available to collaborate with you by tailoring programs to meet your specific organizational needs and presenting them at a location of your choice.

For more information, contact us at (734) 647-7200 or isd-answers@umich.edu.



“Lean Leadership training transformed the culture of Warren Distribution. It changed the language we use to communicate, the management methods our leaders use, and the way we hold ourselves accountable. We’ve been able to sustain these culture changes over the long haul and continue to reap their benefits.”

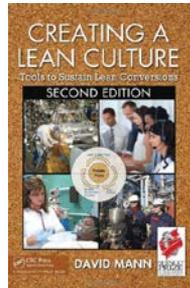
—Michael Hansen, Quality and Lean Systems Manager,
Warren Distribution

Who Should Attend

- Anyone in a leadership position from supervisor to CEO
- Leaders in any industry including but not limited to manufacturing, service, and healthcare
- People who are struggling with creating a sustainable culture of continuous improvement

Learning Objectives

- Learn valuable skills to transform and lead a Lean Enterprise
- Develop management tools to drive continuous improvement in your organization
- Gain the methodologies to sustain a culture of lean thinking



Course Text

Each Lean Leadership participant receives a complimentary copy of *Creating a Lean Culture: Tools to Sustain Lean Conversions* by David Mann.



Networking “Dine Out”

When class is finished for the day, enjoy a casual night out with your classmates in an organized excursion to one of Ann Arbor’s many great restaurants.





About Michigan Engineering and Integrative Systems + Design

The University of Michigan's College of Engineering was founded in 1853. Today, Michigan Engineering and its academic departments rank in the top ten in their respective areas (U.S. News and World Report). The faculty's ongoing research and industry consultation in engineering contribute to Michigan's strength and impact on professional development. Michigan Engineering's research expenditures for fiscal 2014 totaled \$217.9 million, placing it in the forefront of collegiate engineering research in the U.S.

Integrative Systems + Design (ISD) (formerly known as Interdisciplinary Professional Programs), a division of Michigan Engineering, offers credit courses to students on campus and at locations around the world. Recognized as a global leader in online education in addition to offering on campus programs, ISD provides lifelong learning to technical professionals, and has served more than 100,000 with intensive short courses, conferences, professional certifications, and online advanced degree and certification programs.

ISD responds to the needs of industry, healthcare, government, the military, and non-profit organizations with specialized education programs.

For more information about ISD, visit isd.engin.umich.edu

Questions? Email isd-answers@umich.edu

The Regents of the
University of Michigan
Michael J. Behm, Grand Blanc
Mark J. Bernstein, Ann Arbor
Laurence B. Deitch, Bloomfield Hills
Shauna Ryder Diggs, Grosse Pointe
Denise Ilitch, Bingham Farms
Andrea Fischer Newman, Ann Arbor
Andrew C. Richner, Grosse Pointe Park
Katherine E. White, Ann Arbor
Mark S. Schlissel (ex officio)

The University of Michigan, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action, including Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973. The University of Michigan is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, disability, or Vietnam-era veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the Senior Director for Institutional Equity and Title IX/Section 504 Coordinator, Office of Institutional Equity, 2072 Administrative Services Building, Ann Arbor, Michigan 48109-1432, (734) 763-0235, TTY (734) 647-1388. For other University of Michigan information call (734) 764-1817.