Lean is Not Just for Manufacturing

There is a huge opportunity to increase profitability by understanding and improving service processes. In this five day certificate program, you will learn what you need to do better in your services to support your strategy, improve the efficiency of your firm’s processes, create an action plan for your Lean improvement initiative, and translate your Lean efforts into financial terms and better customer service.

Learn more and register for upcoming courses at: isd.engin.umich.edu/LeanOffice
Administrative functions account for sixty to eighty percent of the cost of meeting customer demand. Streamlining and eliminating waste from your office and administrative processes will help you achieve significant bottom-line savings. Don’t let your company’s business processes be the bottleneck of your organization. Take advantage of this five-day certificate program and learn the critical first steps in creating the knowledge base to successfully apply Lean concepts, tools, and methods throughout your office or business processes.

Instructors from the U-M Ross School of Business and industry team up to deliver this experiential course focused on Lean office and business process improvement. Our instructors have years of industry experience coaching and training Lean implementations.

Hands-on simulations supplement lectures, exercises, and case studies to make this training meaningful and enlightening. We prepare you to take these tools and techniques back to your facility so you can begin implementing and transforming your traditional operations to Lean.
Take Lean Beyond the Shop Floor

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Hands-On Practice and Real World Examples

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Program Components

Introduction
Overview of The Lean Office

Value Stream Mapping
- Lean project scoping case study
- Current state case study
- Class exercise
- Group breakout exercise

Waste Exercise
- System waste
- Process waste

Lean Office and Service Tools Workshop and Simulation
- Standardized work
- Quality at the source
- Flow
- Pull
- Pitch

Action Planning
- Class exercise
- Group breakout exercise

Lean Six Sigma
- Developing and Leading Work Groups Six Sigma overview
- Stabilization and optimization
- DMAIC methodology and tools
- Lean Sigma bridge
- Operationalizing Six Sigma

Operation Metrics Aligning with Financial Reporting
- What should be measured?
- How to use data you already have
- Understanding and eliminating sources of variability and waste in your office
- Aligning incentives for lean

For a full listing of program instructors, please visit our website: isd.engin.umich.edu/LeanOffice.

Instructors

Don Lynch
Lean Six Sigma Corporate Master Black Belt for SKF, Inc., and holds a Ph.D. in Mechanical Engineering as well as an MBA.

Izak Duenyas
Ford Motor Company Co-Director of the Joel Tauber Institute for Global Operations, Professor of Technology and Operations, Stephen M. Ross School of Business and Professor of Industrial and Operations Engineering, College of Engineering.

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Program Details

Certificate
A non-credit certificate of professional achievement in Lean Office and Service from the University of Michigan College of Engineering will be awarded upon successfully completing the five-day program and passing an online exam.

How to Register
Visit our Lean Office and Service program web page at isd.engin.umich.edu/LeanOffice, send an email to isd-answers@umich.edu or call (734) 647-7200.

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.

Upcoming Program Dates

- March 13-17, 2017
- June 5-9, 2017
- October 9-13, 2017

Ann Arbor, Michigan
Office Kaizen Simulation

At Michigan Engineering, we believe in learning by doing! Participants apply Lean tools in a safe, controlled environment, operating a Kaizen event in a simulated office. The simulation is run three times: once to set a baseline, a second time to apply basic lean tools, and a final time to apply advanced concepts. With each simulation, Kaizen value stream mapping and validation analysis are used to solidify learning. The simulation provides valuable experience for—and confidence in—tackling issues within the organization.

Program Benefits

Upon completing this program, you will know how to:

- Eliminate waste
- Gain a clear picture of the current state of your operations
- Create an action plan for your Lean initiative
- Translate your Lean transformation into financial terms
- And you will be eligible to earn a non-credit certificate of professional achievement in Lean Office from the University of Michigan

Who Should Attend

This program is intended for any manager or professional interested in improving the effectiveness and efficiency of their office or service operations. Past programs have included participation from the following functions:

- Accounting
- Banking
- Engineering
- Finance
- Human resources
- Information technology
- Planning
- Purchasing
- Sales and marketing
- Quality assurance

Each participant receives a complimentary copy of: The Complete Lean Enterprise by Beau Keyte and Drew Locher, a 2005 Shingo Prize winner.

What People are Saying

“Good mix of theory and hands-on with relevant and varied case studies”

“The instructors are dynamic and have real-life experience”

“The simulations really drive points home.”
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

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