

PILLARS: Introduction to Lean for the Office

Recognize common office inefficiencies and the importance of process improvement.

PILLARS

PILLARS is an introductory Lean course that teaches employees to see common types of wastes within a work process. Using an office simulation, employees practice applying basic Lean tools to reduce wastes and experience the benefits of time and cost savings possible through process improvement. While the training often helps identify potential improvement projects within an organization, actual evaluation of specific process and wasteful activities are achieved through subsequent workplacelean training modules.

Expected Outcomes for Participants

- Understanding of common Lean terminology
- Ability to identify inefficiencies within the work environment
- Ability to apply basic Lean tools to improve efficiency

“As the employees we work with begin to make improvements under our real-life simulation, they learn to see inefficiencies and begin thinking differently about the work steps. They discover that they need to look at the system as a whole, and not just their own individual parts. They learn that making changes in a systemic fashion ensures predictable outcomes and sustainable results. This new way of thinking has helped the employees of countless companies identify wastes in their own process and think about ways they can be a part of the solution.”

–Bonnie Slykhuis, Lean Consultant



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Training Agenda

- Introduction and setting expectations
- Understanding Lean process improvement
- Defining Non-Value Added Activities (wastes)
- Working with Wastes – Simulation Round 1
- Making Improvements – Simulation Round 2
- Steps for achieving predictable results
- Learning basic Lean tools
- Using Lean Tools– Simulation Round 3
- Wrap up and next steps

Length of Class

8 hours

Class Size

8-12

Client Responsibilities

- Set training dates and invite participants
- Secure 2 rooms for training (classroom & simulation)
- Provide refreshments and supplies (flipchart & paper)
- Recruit an organizational leader to kick off the session and establish the training purpose and expectations

Trainer Responsibilities:

- Supply samples of participant invitations
- Provide training kit and participant manuals
- Conduct sessions

