

# LEAN MANAGEMENT PRACTICES

**DATE:** 1-2 June / 23-24 October 2023

**FEE:** RM 1,050

**DURATION:** 2 Days

**HRD CORP SCHEME:**

HRD Corp Claimable Courses

## PROGRAM OVERVIEW

Lean management is an approach to running an organization that supports the concept of continuous improvement. It is an ongoing effort to improve products, services, or processes, which require “incremental” improvement over time in order to increase efficiency and quality. Lean management uses methods for eliminating factors that waste time, effort or money. This is accomplished by analyzing a business process and then revising it or cutting out any steps that do not create value for customers.

This 2-day Lean training will provide participants with a clear understanding of the fundamental principles behind Lean in a service or transactional environment. Common Lean improvement tools and techniques will be identified and the class will discuss how best to apply these techniques from a Lean system perspective. Different types of waste will be defined from a Lean point of view and successful methods used to eliminate waste will be discussed.

The course will also discuss other key factors within a service organization necessary to sustain Lean. Exercises will be used to surface concepts and Lean applications during the course.

## LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understand the importance of agility in management and the cornerstone of lean manufacturing.
- Discover how Lean principles can transform your organization.
- Drive out waste, streamline process flow and build a culture of continuous improvement.
- Enable participants to learn how to identify waste and waste elimination opportunities in a service / transactional environment.
- Learn to outsource business activities, which do not add value to your overall business, improve productivity and service.
- Focus and gain control on equipment, material & inventory placement and position.

## METHODOLOGY

- Delivery of the conceptual framework together with a demonstration of how various lean activities tie up and form a complete whole.
- Once a concept is understood, practical application is applied.
- Once application is made clear, implementation can be executed at work place.
- Information sharing.

## WHO SHOULD ATTEND

- First Level Manager
- Executive/Supervisory



## FACILITATOR

### Sudesh Vadivaloo

He is an experienced Management Consultant specializing in both Quality Management and Assurance. His background prior to consultancy work was very much in the manufacturing sector. He has a Bachelor's degree in Resource Economics from University Pertanian Malaysia. After graduating he moved onto the manufacturing sector, starting first with a printing company dealing with international books and magazines and later to contract manufacturing, supporting major semiconductor MNC players in the Klang Valley.

## PROGRAM CONTENT

### Module 1

Customers' Needs and Demands

- The Idea of Quality in Everyday Work.
- The Changing Perception of Customers.
- Needs and Demands of Customers.

### Module 2

Introduction to Lean Management

- Lean Characteristics and Benefits.
- Lean Management System.
- Why Lean Management?

### Module 3

Continuous Improvement & Lean Management

- The Kaizen concept.
- Why Kaizen?
- Targets for Kaizen.
- The Kaizen umbrella.
- Cornerstones of Kaizen.
- 3M's of Kaizen.

### Module 4

Lean Management Tools

- Selection Of Business Process Families And Value Streams.
- Organising Operations To Meet Customer Demand.
- The Relationship Between Quality And Turnaround Time, The Lean Quality Approach.
- Checking At Source, Immediate Feedback And Mistake Proofing To Prevent Errors.
- Making Business Processes Flow.
- Business Process Connections.
- Batch And Queue Versus Single-Piece Flow.
- Implementing Single-Piece Flow.
- Workload Balancing And Work Area Design.
- FIFO Processing, How FIFO Surfaces Issues In A Service / Transactional Process.
- Setup Times In Relation To Business

- Processes And Interruptions.
- The Benefits Of Pull Versus Push System.
- Signaling Systems.
- Example Implementations Of Pull.
- Planned Flexing And The Use Of Buffer And Safety Resources.
- Creating Virtual Cells And Work Flow Cycles In A Service / Transactional Environment.
- Leveling Demand And Leveling The Mix Of 'Services' Provided, Establishing The Operations Cycle Interval.
- Organising The Workspace For Better Productivity (5S).
- The Use Of Visual Management And Why Use Immediate Feedback.

### Module 5

Lean Management Implementation

- Total Lean System Implementation.
- Lean Management System Implementation Plan.
- Action Plans.

*\* There will be a walkabout session, for the afternoon session of Day 1. The purpose of this session is to provide the participants the opportunity to relate the theory component with the current actual current Lean situation being practiced/activities, or non-activities. This walkabout session would take approximately 30 – 60 minutes, depending on the size of the plant or office. Prior approval will be obtained from the management team and also to include the use of photographic evidence for debriefing.*

*\* For Day 2, there will be a breakout session for the participants to start working on a mini pilot project (area or location to be decided by management). The aim is to provide the participants the opportunity to take ownership for the successful launch and implementation of the appropriate Lean practice. This session would require some 2 -4 hours, depending on the size of the selected area or location.*



## PROGRAM SCHEDULE

### Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 ( <i>Continue</i> )
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 2 ( <i>Continue</i> )
		<b>End of the day</b>

### Day 2

9:00am - 10:30am	:	Module 3
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 4
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4 ( <i>Continue</i> )
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 5
		<b>End of the day</b>

