



Schulich
School of Business
Executive Education Centre

Lean Operational Excellence for Service Organizations

Build a Lean organization, drive out waste, streamline process flow and build a culture of continuous improvement.

SEEC Moments of Insight include:

Learning how Lean principles, tools and techniques can be applied to service processes to dramatically improve customer satisfaction.

Techniques to lead Lean events and establish a sustainable Lean culture in the organization for ongoing Lean success.

Steps to implement a Lean Service Strategy starting with maps for organizational processes and a future state vision.



Register for an Upcoming Session:

November 20 - 22, 2017

April 25 - 27, 2018

Our Participants Say it Best:

"An excellent investment. I got a solid understanding of the topic and learned a range of tools to apply about what we learned in diverse ways. All delivered by a clear subject matter expert."

P. Atkinson, Director of Membership, FSNA

"It was a good overview of the philosophy and concepts associated with Lean thinking, and gave me some tools to take back to initiate the process of Lean."

**A. Latiff-Rayman, Supervisor, Direct Program
City of Toronto**

"Lean Operational Excellence for service Organizations is a must first step for those interested in Lean Path. After this course nothing will look the same. Lean Operational Excellence is a life turning experience, professionally speaking."

**J. Sierpe, Press Operator,
Bellwyck Packaging Solutions**



Register Today / Complete Details

seec.online/11576



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YORK
UNIVERSITY

Lean Operational Excellence for Service Organizations

Lean lets you be more effective, profitable, and agile to your customer needs

Apply Lean to achieve higher levels of performance.

For decades, lean concepts and tools have been applied extensively in manufacturing operations with **very impressive results**. Recently, service sector organizations, which account for over 80% of North America's GDP, are realizing the benefits of this huge opportunity to **drive service efficiencies and banish waste**. This program is a specialized course on **applying Lean principles, tools and techniques to identify and remove any non value-added activities in your everyday service processes**. Participants will learn how to **reduce cost, deliver service to customers faster, enhance efficiency and productivity, and increase customer satisfaction**.

Top Take-Aways

1. **What is Lean** – its measurable benefits and how it can be applied to service and transactional operations
2. **How to effectively lead “kaizen” Lean projects** or events in your organization
3. How to effectively **construct and use value stream maps**
4. How to **identify and reduce or banish waste** in processes
5. Typical **implementation structure, roles, steps and approaches**
6. Use case studies, lectures, group discussions and workshops to **master the Lean approach for services**

Who Should Attend

This program will benefit leaders in all service industries, including financial, hospitality, high-tech, healthcare and government, who:

- Want to learn how to employ Lean tools and techniques to reduce costs and service delivery times, and drive customer satisfaction and profitability
- Have already deployed Six Sigma strategies, but want to incorporate Lean tools, concepts and techniques to drive even greater value and success with a blended Lean Six Sigma strategy
- Want to leverage powerful Lean problem-solving tools to manage projects more successfully, drive greater value or enhance continuous improvement initiatives

Lean is a powerful companion for Six Sigma and many world class organizations are choosing to do both. Each demands a disciplined approach to problem-solving and the continuous pursuit of process excellence. For more information on this, or any other Lean Six Sigma program, **contact Michael Ewing (SEEC Centre of Excellence in Lean Six Sigma Program Director) at mewing@schulich.yorku.ca**.

Overview of Learning

Day 1: Getting Started on the Lean Journey

Key Concepts of Quality, Process Improvement and Core Concepts of Lean Thinking

- Quality tools that help organizations build a culture of excellence
- The evolution of Lean thinking
- How service organizations are using
- Lean to improve their customer's experience, financial performance and competitive advantage
- Introduction to Lean principles, tools and techniques
- How to identify value and waste

Hands-on Cases

- Applying Lean to a transactional process

Day 2: Building Lean Processes

Methodology and Tools to Apply Lean in Your Organization

- Learn how to build value stream maps, Identify waste
- Why and how single piece flow will transform your business
- Integrating customer demand into your processes
- The need and techniques for building an environment of excellence

Hands-on Cases

- Applying lean to an end to end process
- Start seeing your business differently

Day 3: Deploying Lean in an Enterprise

Building and Sustaining a Lean Service Strategy

Continues Online

Get the whole picture.

Preview complete course content and instructor bios online.

Complete Details / Register Today

<http://seec.online/11576>

Tel.: 416.736.5079 | 1.800.667.9380
or email execedinfo@schulich.yorku.ca

* PMI Talent Triangle PDU breakdown: Strategic and Business Management: 21

Dates & Locations:

November 20 - 22, 2017
Executive Learning Centre

April 25 - 27, 2018
Miles S. Nadal Management Centre

Registration Fee:

\$2,950 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change