



Schulich
School of Business
Executive Education Centre

Register for
an Upcoming
Session:

Lean Operational Excellence for Service Organizations

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

November 13 - 15, 2019

May 11 - 13, 2020

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

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 Today / Complete Details

<http://seec.online/12389>



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21 PDUs*

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**.

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

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.

Completing this program and our 5-day *Six Sigma Green Belt for Service Organizations* program **perfectly positions you to take the next step and become formally Lean Six Sigma Green Belt certified**.

Contact the program director **Mike Ewing (mewing@schulich.yorku.ca)** for information on the additional requirements for certification.

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

Dates & Locations:

November 13 - 15, 2019
Executive Learning Centre

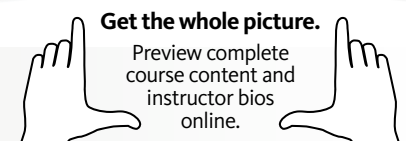
May 11 - 13, 2020
Miles S. Nadal Management Centre

Registration Fee:

\$3,250 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A corporate rate is available 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
- Complete registration details at seec.online/FAQ



Complete Details / Register Today

<http://seec.online/12389>

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