

# Leadership Training: Lean Management for Speed & Control (LEANM, 3 jours)

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## Description

Services matter and service delivery matters more. The rapid pace of change in the current business context requires organizations to be lean and adaptable. Your organization must be able to deliver high quality services with speed and control. The course Lean Management for Speed & Control (Leadership Training) will take you through the entire Lean Six Sigma process, review the fundamentals of change management, and using real-world case studies, outline concrete strategies and techniques to refine your business processes, while avoiding common pitfalls and risks.

## Tarifs

- Tarification: \$3,750/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

## Plan de cours

### Introduction and ROI benefits

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- Overview of Lean Management Principles
- Lean Management and its applicability to services
- How Lean Six Sigma can help to eliminate inefficiencies
- Common mistakes in implementing Lean Management
- A top-level view of transitioning to Lean Management in government

### Getting to Higher Quality and Faster Delivery

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- The symbiosis of quality and speed
- Delivering defect free services
- Achieving speed at a low cost
- Best practices and common mistakes
- Communication is the key

### Step 1: The Readiness Assessment

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- Overview of Change Management processes and best practices
- Choosing the implementation group
- Choosing the project champion
- Determining the as-is: the baseline snapshot
- Fleshing out the business case: defining the objective and the issue
- The power grid: Identifying and engaging key influencers

### Step II: Getting forward movement

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- Formulating an engagement strategy
- Executing an engagement strategy
- Clearing the path to success: Training, communication and engagement
- Setting the rules of engagement
- Setting up real world KPIs

### Step III: Accelerating speed and maintaining momentum

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- Team formation and engagement
- Creating a supporting infrastructure
- Develop and execute training and education mechanisms
- Identify and charter initial target projects
- Reaching consensus and achieving success

### Step IV: Control and performance measurement

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KISS: The Keep It Small and Simple Sweetheart principle

Risk Management: Planning ahead to anticipate problems

Avoiding the Big Bang Pitfall

Techniques for efficient process control

Techniques for efficient process measurement

Continuous Improvement: The important difference between result and indicators

Measuring progress against Key Performance Indicators (KPIs)

Putting it all together

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