# Workshop: Lean simulation for office processes

*Get the practical insight into remarkable improvement of non-production areas in your company*

**Target group**

Employees responsible for service, administration and office processes, employees of production companies, government and local government administration, as well as of office and service companies. The target group also includes anyone willing to understand what the Lean Management concept means in relation to non-production processes.

**Get the practical insight into solving problems and responding to challenges including:**

- Improving office and service processes due to elimination of waste.
- Improved comfort and efficiency of work due to better organization of the office, files in computer systems and establishing better work standards.
- Improved cooperation between different units of the company.
- Implementation of programs aimed at quality and efficiency improvement in complex processes that take place in offices and services.

**Overview**

Lean simulation was prepared for administration, service and office processes. The participants of the workshop will get acquainted with tools, techniques and methods of office processes improvement specific for services and offices. Practical knowledge of the issues will be gained through numerous practical tasks, as well as through an office work simulation, and a visit to LEI Poland main office. It will enable verification and upgrade of the skills developed during the workshop. The structure and topics of the workshop were designed in such a way that the participants get inspired to implement the new tools in their own work environment.

**Benefits for the company**

- **Reduced** time of processing documents and their circulation.
- **Improved** quality of processed documentation.
- **Shaping** attitudes focused on increased effectiveness of work.
- **Initiation** of the process of continuous improvement.
- **Optimized** costs.
- **Effective** communication, increased customer satisfaction.

**Benefits for the participant**

- **Increased** effectiveness of work thanks to the ability to eliminate redundant activities and the improvement of the remaining activities – performing tasks in a shorter time, with less labor input.
- **Ability** to solve problems arising as a result of office work.
- **Ability** to create friendly work environment – a well-organized system of documentation, effective communication.

## AGENDA – DAY ONE

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| Module 1& 2 | 9:00 – 12:15<br>(10:30 – 10:50 coffee break) | ▪ Introduction: who is Lean Management for?– moving from production to the office environment. The beginnings of the concept of flow.<br>▪ Waste in an office environment<br>▪ Work at a simulated office – course 1, drawing up a value stream map for a simulated process, analyzing the results obtained. |
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| | 12:15 – 13:15 Lunch | |
| Module 3 & 4 | 13:15 – 16:30<br>(14:45 – 15:00 coffee break) | ▪ Workplace organization – 5S in the office. Examples, discussion<br>▪ Visual management. Examples, discussion<br>▪ Applying the newly learned tools at a simulated office.<br>▪ Standardized work – what and how to standardize, data analysis in accordance with the Glenday Sieve (exercise). Examples of standards, discussion |

## AGENDA – DAY TWO

| Module 1 & 2 | 9:00 – 12:15<br>(10:30 – 10:50 coffee break) | ▪ Reduction in the size of the batch being processed (exercise)<br>▪ Work at a simulated office – course 2, updating the value stream map for the simulated process, analyzing the results obtained after improvement implementation<br>▪ Pull system, Kanban. Genesis, examples, discussion. Calculating ordering points for office supplies (exercise)<br>▪ Management in accordance with takt time. Balancing work, Yamazumi charts for workstations at a simulated office (exercise) |
|---|---|---|
| | 12:15 – 13:15 Lunch | |
| Module 3 & 4 | 13:15 – 16:30<br>(14:45 – 15:00 coffee break) | ▪ Visit at LEI Polska office. Becoming acquainted with the systems applied at the Institute office.<br>▪ Quality at the Source, POKA YOKE methods. Examples, discussion<br>▪ Group work, roles and responsibility ranges.<br>▪ Applying the newly learned tools at a simulated office<br>▪ Work at a simulated office – course 3, updating the value stream map for the simulated process, analyzing the results obtained after improvement implementation |