LEAN IT KAIZEN
TRAINING COURSE OUTLINE

Knowledge

Talent

Skills

TRAINING
EXCELLENCE

Performance

Real Life Experience

Overview

Kaizen is the Japanese word for continuous improvement using small incremental changes. It translates as a change for the better. "Kai" means "change"; "Zen" means "for the better". Kaizen is an approach for solving problems and forms the basis of incremental continual improvement in organizations. A problem is a difficulty that has to be resolved or dealt with. When applied to the workplace, Kaizen means continuous improvement involving everyone, managers and workers alike, every day and everywhere, providing structure to process improvement.

Duration

3 – days workshop.

Learning Objectives

- ❖ Course learning objectives are focused on building on the learning objectives from the Lean IT Foundations to provide specific skills based training to IT professionals responsible for facilitating Kaizen improvement events.
- ❖ The course uses the Six Sigman DMAIC improvement model leveraging the Lean A3 tool as a basis for progressively completing a full improvement proposal.
  Practical skills and application of learning outcomes will be demonstrated by each student developing through the completion of an A3. Participants can choose to either use a common case study or use one from their own experience.

Target Audience

Any managers and specialists with direct or indirect responsibility for information systems, and in general, any IT professional who wishes to understand the philosophy, principles, and techniques of Lean in order to apply them in an organization, department, or IT team.

Training contents

Module 1: Introduction of Lean IT
- ❖ Definitions of Kaizen
- ❖ Phases in the DMAIC method
- ❖ Understand DMEDI: (Define, Measure, Explore, Develop, Implement) the innovation cycle as compared to DMAIC
- ❖ Continuous Improvement models, specifically ITIL Continual Service Improvement and Plan-Do-Check-Act,
- ❖ Difference between daily kaizen and improvement kaizen
- ❖ Kaizen mindset in relation to daily kaizen and improvement kaizen

Module 2: Organizing Kaizen
- ❖ Daily Kaizen
- ❖ Kaizen improvement

Module 3: A3 Method
- ❖ Troubleshooting A3 Content
- ❖ A3 Status Report and A3 Proposal
- ❖ Skills to Complete an A3
- ❖ Building Communication

Module 4: Define Phase
- ❖ Problem Statement
- ❖ Validate the Problem
- ❖ Problem Types
- ❖ Validate the Value of Resolving the Problem
- ❖ Ensure Support for a Kaizen
- ❖ Stakeholder Analysis
- ❖ Define Phase and A3
- ❖ Key steps in the definition phase

Mdule 5: Measure Phase
- ❖ Data
- ❖ Measuring systems
- ❖ Baseline and reference point
- ❖ Value flow map

3

❖ Measure phase and A3
❖ Key steps in the measurement phase Analyze Phase
❖ Seven Basic Quality Tools
❖ Finding the Root Cause
❖ Analyzing a Value Flow Map
❖ IT analysis
❖ Key steps for the analysis phase

Module 6: Improve Phase
❖ Generating ideas
❖ Selecting options and prioritizing
❖ Test solutions
❖ Solutions used in IT
❖ Phase Improvement and A3
❖ Key steps to improve the phase

Module 7: Control Phase
❖ Achieving control
❖ Control plan
❖ Monitoring
❖ Communication plan
❖ Closing
❖ Control phase and A3
❖ Key steps in the control phase

Prerequisites

Lean IT Foundation certification is a prerequisite

The Pioneer In IT Management Coaching