



LEAN **Continuous Improvement** concentrates on improving the **process** rather than at achieving certain results. This management focus on improvement and **process thinking** make a major difference in how organisations achieve improvement and change.

Continuous Improvement (Kaizen) is both a mind-set and a range of techniques to review and evaluate work processes.

As a mind-set, it is a way of approaching work so that involvement in innovation and creativity is encouraged. As a range of techniques, Continuous Improvement includes approaches such as benchmarking, process mapping, work flow analysis, cycle time analysis, just in time, quality planning, problem solving, current state analysis, project planning, change management and Value stream mapping.

Continuous Process Improvement means making things better today than yesterday, it's about learning from what we did today to do things better tomorrow. It is about reducing the daily fire fighting that upsets our business priorities and consumes our resources daily.

LEAN, Continuous Improvement does not blame people for problems or failures, in the contrary, seeks to expose as many issues and problems as possible as opportunities for business improvement. Continuous improvement (Kaizen) is simply a way of looking at how we can do our work better. A mindset and use of techniques for work analysis to expose opportunities and then collectively problem solve to improve business processes forever.

Today management has two major components in operations, maintenance and improvement.

1. The objective of the operational maintenance function is to maintain current input, output, technological, managerial, and operating standards.
2. The improvement function is aimed at improving current standards and customer value relative to quality, cost, delivery time and service.

To carry out the operational maintenance function, management have to create stability and standards through policies, systems, discipline and standardised work methods and practices and then ensure they are fulfilled. To achieve the management operational improvement requirement, work is continuously reviewed, analysed and improved.

### **Type 1 improvement**

Continuous Process Improvement (Kaizen) signifies small rapid improvements as a result of coordinated efforts by teams of employees and generally cost very little to implement and because of the sheer number of opportunities delivers major improvement.

### **Type two improvements**

Innovation and automation involves a drastic improvement in existing processes and usually requiring large investments.

## **Workshop Content and Learning Objectives**

**This workshop is about type 1 improvement.**

**Continuous Process Improvement** is important as it has often been said that processes account for 80% of all productivity opportunity while people account for the remaining 20%.

To be competitive we need well trained people working with brilliant processes, not well trained people working with broken processes.

Inconsistent processes = Unreliable results

Reliable controlled processes = Consistent results

Continuous process improvement = Reliable ever improving value

## **Workshop Aims**

- Provide analysis methods to question the current state of work.
- Cultivate opportunities for continuous improvement.
- A proactive not just reactive approach.
- The importance of a team improvement environment.
- Encourage ideas and involvement – ideas kept a secret, go nowhere and die.

## **Day 1 (Full day)**

- Introduction to Lean Thinking
- Process inputs and outputs
- Customer focus
- Process Analysis
  - Mapping
  - Flow analysis
  - Constraints
  - Lead Time analysis
  - Work balance
  - Waste – Value adding
- Process Simulations
  - Traditional
- Process Improvement
- Process improvement & planning
- Workplace improvement project allocation

## **Day 2 (Late afternoon session)**

- Presentation of workplace projects, discussions and review
- Process improvement justification – A3 reporting
- Change management

## **What we supply**

- Full set of workshop notes
- Light refreshments and lunch daily