

Business Process Value Streams



“The best way to eliminate waste is to create flow – even in the office.”

Overview

This workshop will teach you everything you need to know about building lean value streams to create Operational Excellence in the office! The class includes hands-on, practical value stream mapping in your work area under the guidance of an expert facilitator so your team can immediately practice their new skills. Students learn how to value stream map their current state business processes, what makes a business process lean and how to implement their lean business processes to drive Operational Excellence.

This in-depth class teaches advanced principles, such as process families, binary connections, work-flow cycles, integrating events, pitch and other techniques to create lean business processes. The result: students learn how to create lean flow in the office, how to see when flow stops in the office and methods for regaining the flow.

What Participants Say

“Instructors were very enthusiastic and knew the material well. This course was extremely helpful and easy to understand.”

“The instructors were wonderful! They were able to answer questions and scenarios when posed. I look forward to future trainings.”

“Breakthrough class - I never knew the depth to which Operational Excellence could be applied in the office.”

Class Duration:

3 Days

Recommended Class Size:

15-20

Languages:

English, Spanish, French, German, Dutch



Prerequisites:

The prerequisite for this workshop is *Value Stream Mapping*.

Class Location:

On-site during normal office hours so that “live” mapping can occur.

Who Should Attend:

A good cross-functional group will provide the most benefit to the company. This includes:

- Value Stream Managers
- Engineers
- Office Administrators
- Business Process Improvement Personnel
- Product Development Staff

Business Process Value Streams continued

Learning Objectives

- Introduce Business Process Value Stream Mapping in a hands-on manner
- Introduce lean in the office
- Develop the ability to “see the flow” and create future state administrative value streams that have less waste

Program Agenda

Day One

- Introduction to Business Process Value Stream Mapping
- Module One: Getting started with value stream mapping
- Module Two: The current state map example - business process
- Practical Exercise # 1: Case Study - Teams develop business process current state maps in breakout sessions

Day Two

- Module Three: What makes an office value stream lean?
- Module Four: The future state business process
- Practical Exercise # 2: Case Study - Teams develop business process future state maps in breakout sessions

Day Three

- Practical Exercise # 2: Case study - Teams develop business process future state maps in breakout sessions (continued)
- Module Five: Achieving the future state
- Practical Exercise # 3 (Optional): Teams develop implementation plans in breakout sessions
- Workshop conclusion

Materials Provided by

Duggan:

Student Guides (containing instructor's slides) and Value Stream Mapping Pads

Materials Provided by Client:

Classroom near production floor, breakout rooms, LCD projector, flipcharts, large whiteboard, photocopy machine, dry erase markers, flipchart markers, pencils, one calculator per team, and refreshments (coffee, lunches, etc.)

