

Paper to Performance



“Operational Excellence is not a program. It’s not a tool. It’s a strategy designed to support business growth.”

Overview

Organizations have implemented value streams to create flow to their customers. But it is inevitable that flow will break down. It is necessary to have standard work in place so that the customer does not suffer from any interruptions along the value stream.

This course develops the organization from traditional management to one of Operational Excellence with lean leaders. Participants will learn through formal classroom training, case studies and hands-on exercises. At the end of the session, the participants will be able to see flow, recognize when flow breaks down, fix flow and see how to manage in a lean environment.

What Participants Say

“I would recommend this course to anyone in charge of managing a value stream.”

“Great follow up class to value stream mapping, class provided information that I can apply immediately to my operation.”

Class Duration:

2 days

Recommended Class Size:

20-25

Languages:

English



Prerequisites:

None

Class Location:

Can be done off-site or on-site

Who Should Attend:

- Operators
- Front Line Supervisors
- Managers
- Line Leads

Paper to Performance continued

Learning Objectives

- Understand Operational Excellence as a business strategy
- Review value stream mapping
- The current state of flow
- Levels of flow
- Creating standard work at each level of flow
- Seeing the flow of value to the customer
- Identifying types of pitch and attributes
- Creating standard work when pitch is missed
- Lean enablers to support flow
- Visual management
- Recognizing lean leader attributes

Materials Provided by

Duggan:

Student Guides (containing all instructor's slides)

Materials Provided by Client:

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

Program Agenda

Day One

- Introduction and getting started
- Operational Excellence defined
- Value Stream Mapping as a business strategy
- How to see flow

Day Two

- How to see flow (continued)
- How to recognize when flow breaks down
- How to fix flow when it breaks down
- Management standard work

