



## PROCESS IMPROVEMENT LEAN MANUFACTURING & SIX SIGMA

### LEARNING FORMAT: CLASSROOM (ON-THE-FACTORY/WORKFLOOR LEARNING)

Waste has a direct impact on every organization's bottom line and eliminating it seems like an easy task, but it isn't.

Studies have shown that organizations only add value around 5% of the time within its operations. The remaining 95% is waste! Imagine if you could remove just some of this waste and what it would do for your operations?

A process improvement / lean solution may be the answer! With over 5 learn-related solutions, Employers Group's lean specialists can pinpoint the solution that will meet organizational objectives.

### DO YOU FACE ANY OF THESE ISSUES?

- Is there a growing concern that customers or clients may become dissatisfied? Or, worse, is dissatisfaction already surfacing?
- Are processes inefficient and outdated?
- Is your organization running into problems with delivery, stock turns, productivity, scrap, and space?
- Does the organization and employees believe they should constantly strive to make improvements?
- Are your employees confident they know what they are doing and what results they should expect?

### PERFORMANCE OBJECTIVES

#### Helps individuals:

- Identify improvement opportunities that will enhance productivity, reduce waste, and increase profitability.
- Feel empowered by having a say about their work environment and improvement opportunities they see.
- Not only sustain improvements, but actively seek out additional improvement opportunities.
- Build confidence and competence with everyday work tasks.

#### Primary Competencies Developed:

- Critical Eye for Seeing Value versus Activity
- Process Improvement
- Technical Skills
- Innovation

### PROGRAM OVERVIEW

After consultation with an Employers Group's Lean and Process Improvement Specialist, we will tailor and propose a custom solution to meet the specific needs of your organization. Below are brief program descriptions of what is available.

- **Process Mapping:** Typically conducted in one full day, the facilitator actively works with participants to map processes and work flows so that they can be streamlined and remove waste. This topic can be more extensive depending on the depth and detail needed.
- **Six Sigma:** A six sigma program is typically delivered in approximately 80 hours (20 four-hour sessions) and consists of several stages, including Defining, Measuring / Analyzing, Improving / Controlling. Through these stages participants learn through hands-on skill application using the statistics, tools, techniques, and resources provided by the lean specialist.
- **Lean Sigma:** Lean Sigma (24-60 hours) is ideal for organizations that would like to select specific projects for employees to work on during the facilitated program. Attendees are taught structured techniques to work on these projects, which enable them to identify possible cost-saving or profit enhancing solutions. These recommendations are presented to management at the conclusion of the program.
- **Lean 5S / 5C: Workplace Organization:** In this 28-48 hour program, employees (or the employer) select specific work areas that need to be enhanced, allowing for more streamlined production, including product, tool, and equipment identification. In a production environment, 5S (Sort, Stabilize, Shine, Standardize, Sustain) empowers attendees to make changes that will enhance their everyday work, thus creating cost efficiencies and productivity improvements. In a service/office environment, 5C (Clear Out, Configure, Clean/Check, Conformity, Custom/Practice) enables attendees to make changes that will reduce clutter, enhance processes and bring more value to administrative functions. Both 5S and 5C programs begin with a simulation to demonstrate the benefits of lean and conclude with a process/project management review so that efforts can be continuously improved.
- **Lean Kaizen Event:** A Kaizen Event is an intense process involving a group or groups of employees tasked with optimizing a production line or process. Employees receive advance preparation and discuss solutions (typically learned in a Lean Sigma, Six Sigma, or 5S Project). After attendees are adequately prepared, a Kaizen Event is deployed. Participants will spend 24 to 40 hours (3-5 consecutive days) optimizing the production line or process.

### PROGRAM DETAILS

- **Target audience:** All employees and leaders
- **State-fundable:** Yes
- **Program length:** 8 or more hours
- **Facilitator Certification:** Yes. Selected trainers only.
- **Prerequisites:** None; however, highly recommended participants have solid communication and teambuilding skills. Leaders should demonstrate many of the skills available from [Leadership Academy coursework](#).
- **Optimal Group Size:** 10 to 15. 20 maximum.
- **Course Prep:** None.
- **Notes:** Suitable for all environments.