

## Introduction to Lean Service Workshop Overview



Date	Time	Location	Instructors
TBD	8:30AM-NOON	Hybrid (Alternating locations and Zoom).	James Bussell and Michelle Reaves

### Workshop Objectives

**After completing this interactive workshop, participants will understand:**

- The foundation and philosophy of lean thinking.
- Advantages of applying lean thinking to service value streams, office operations, production support, and virtual work.
- The two pillars and five principles of lean thinking.
- The components of the lean operating and management systems.
- The expectations and necessary leadership behaviors for building and sustaining a lean culture.
- A proven process for starting or accelerating their lean journey.

### Workshop Outline

1. Icebreaker.
2. Origins and evolution of lean thinking.
3. Lean services? Purpose, objectives, and benefits.
4. Lean service culture vs. traditional service organizational culture.
5. Defining *customer value* and identifying service and support function *value streams*.
6. Creating *flow*, utilizing *pull*, and pursuing *operational excellence* in service value streams, office operations, production support, and virtual work.
7. *Batch* vs. *flow* group exercise.
8. Overview of the *lean operating* and *management systems*.

9. Recommended Lean transformation steps for service value streams, office operations, production support, and virtual work.