

Making Scarce Public Resources in the East Midlands Go Further – The Next Steps

The recognition of the need to make scarce public resources go further has never been greater, and the organisers of the Regional Awareness Event on 20th May 2009 in Nottingham have been delighted at the level of participation received from Local Authorities and public sector bodies across the East Midlands.

Accordingly, in collaboration with the East Midlands IEP the specialist public sector Lean methodology trainers and consultants, Services Ltd, are running a 3-day '**How to Implement Lean in Local Authorities and the Public Sector**' training programme in **Nottingham on 6 - 8 July 2009**. Led by Prof. Tony Bendell, the course centres on the methodology and practise of service improvement through focusing on the Value Stream and the elimination of waste. As well as Lean tools, the course discusses cultural and management issues in Lean Change and provides the opportunity for the tutors to assist delegates in planning and deploying the application of the approach in specific service areas. **As part of the training package, delegates will also have access to an on-call advisory service from Services Ltd following the training programme and, if they wish, delegates can complete further training modules to achieve 'Master Lean Belt' status.**

The normal cost per delegate for the 3-day training package on 6 - 8 July is £1,050 plus VAT, but by agreement with the East Midlands IEP this has been reduced to £800 (plus VAT), **and we are in discussions with the East Midlands IEP regarding partial funding.**

A programme for the course is overleaf.

For further details or to book places please contact Jenny Levers at Services Ltd on 0115 9669460 or email jenny.levers@servicesltd.co.uk. **Early booking is advised due to limited places.**

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How to Implement Lean in Local Authorities and the Public Sector 6-8 July 2009

Day 1

Introduction to Programme and to Process Management
 Principles of Lean and Lean Implementation
 Special Features in Local Authorities and the Public Sector
 Process Flow
 Process Risk Analysis
 Claim Authorisation Process Exercise

Day 2

Managing the Lean Change Process
 Introduction to Lean Project Planning and Management
 Planning and Deploying Lean Implementation in delegate's service areas
 Performance Measurement

Day 3

Process Simulation Exercise

Additional Modules for Certified Master Lean Belt Programme

Two programmes will be run in Nottingham this year, with dates as indicated:

Module 2	20 July 2009 or 10 November 2009	21 July 2009 or 11 November 2009	22 July 2009 or 12 November 2009
	Customer Requirements Identification of Bottlenecks and Prohibitors to Process Flow. Bottleneck Management. Project Reviews Preparation for Module 3	Visual Management. Poka Yoke. Understanding and Dealing with Resistance. Theory of Constraints. Process, Policy and Paradigm Constraints.	Process Measurement. The Process Design/Specification Process.
Module 3	3 August 2009 or 1 December 2009	4 August 2009 or 2 December 2009	5 August 2009 or 3 December 2009
	The Pursuit of Perfection Sustaining Improvement. Project Reviews. Preparation for Module 4.	Learning and Change. Managing Lean Teams. Management and Leadership. Leadership, Skills, Knowledge and Behaviours. Creativity.	Root Cause Analysis. Relationships to Six Sigma and Quality Management Systems Models Maintaining Ongoing Process Integrity.
Module 4	4 September 2009 or 17 December 2009		
	Review, Presentation and Assessment of Projects		