

How to Implement Lean in Local Authorities and the Public Sector

3 day training programme
Monday 24th to Wednesday 26th May 2010
Charnwood House near Nottingham, NG14 7DZ

Across the public sector, organisations are trying to make efficiency savings whilst improving services to customers. 'Lean' is one of the most popular approaches, but organisations are struggling to implement the approach effectively. To help overcome this difficult challenge Services Ltd, the specialist public sector Lean trainers and consultants, have organised a 3 day training programme with match-funding provided by the East Midlands IEP.

Led by Professor Tony Bendell, the course centres on the Lean methodology and practise of service improvement by 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 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 is £1,050 plus VAT, but by agreement with the East Midlands IEP this has been significantly reduced, and the East Midlands IEP has agreed to provide match-funding so that the cost per delegate is just £240 (plus VAT). This represents excellent value for such a well-regarded 3 day course.

Comments from recent delegates:

"Excellent - a must for those thinking of implementing Lean in their organisation."

"Very useful and enjoyable, useful tools & techniques to take back to the office."

"Really good - would definitely like more!"

For further details or to book places please contact Jenny Levers at Services Ltd on 0115 966 9460 or email jenny.levers@servicesltd.co.uk. Early booking is advised due to limited places.

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Programme overview

Day 1

Introduction to the programme and to process management

- An overview of the content of the training programme and to process thinking and management.

Principles of Lean and Lean implementation

- The origins of Lean, its manufacturing origins and its service application. The 5 fundamental principles and their application in delegate's services. The 7 traditional wastes and other forms of waste. The concepts of value and the value stream and their application and issues in public sector processes. Appropriate tools, techniques, mapping approaches and metrics.

Special features in local authorities and the public sector

- Why and how public sector application is different. Forms and issues of public sector application. The evidence from published reviews. Opportunities and dangers.

Process flow

- The concept of flow in service provision and how to achieve it. Barriers to flow and the identification and removal of bottlenecks. Types of bottleneck constraints and how to manage them.

Process risk analysis

- Risks to the service process, what can go wrong and how it can be guarded against and managed. Why Lean processes are particularly vulnerable and the implications.

Claim authorisation process exercise

- A team-based data-driven exercise to illustrate and reinforce many of the techniques and issues raised earlier in the day in a realistic administrative process.

Day 2

Managing the Lean change process

- Concepts of managing change and how they apply to introducing the Lean approach to service. Motivation and dealing with resistance.

Introduction to Lean project planning and management

- How to plan and deploy Lean project implementation. Do's and don'ts. Use of the DMAIC(T) methodology and its alternatives such as rapid transformation events.

Planning and deploying Lean implementation in delegate's service areas

- This provides an opportunity for delegates to explore application of the Lean approaches in their own service areas and to obtain assistance from the tutors in planning and deploying this. 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 integrated around their service area application to achieve 'Master Lean Belt' status.

Performance measurement

- The data requirements to implement the Lean service agenda. What we need to know or find out and in what form. Common deficiencies and solutions.

Day 3

Process simulation exercise

- This one-day team-based exercise involves a realistic service process that at the start of the day is operating inefficiently and losing a lot of money. Through the day, delegates working competitively in teams apply their knowledge gained in the two previous days training to turn this process around. The day also provides the opportunity to plan and document the Lean project as it develops, giving delegates real prior experience for when they get back to their own organisation.