

Lean IT, Foundation: Certification

Hands-on course of 2 days - 14h

Ref.: LEE - Price 2024: CHF1 950 (excl. taxes)

EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Know the key aspects of Lean and continuous improvement approaches
- Learn the notion of value-added for a customer
- Decipher a Value Stream Map.
- Determine key performance indicators
- Set up problem-solving methods in Lean philosophy
- Prepare for and take the Lean IT Foundation exam from the Lean IT Association

CERTIFICATION

Lean IT Foundation certification verifies your knowledge of the terminology, structure, and basic concepts of Lean IT, and mastery of the key principles of these practices. This certification enables its holders to apply Lean IT practices under the guidance of a Lean expert.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

THE PROGRAMME

last updated: 07/2021

1) Introduction to Lean

- Overview of Lean. History of Lean.
- Lean Management mindset.
- Lean and continuous improvement approaches
- Key features of Lean.
- The notion of waste, variability, and rigidity. The process model.
- The five dimensions of Lean IT.

Group discussion : Participants brainstorm what value-added means to them.

2) The client

- Principle of value-added for the customer.
- Customer's voice: CRM tools, Kano diagram tool.
- Value-added work and non-value-added work.
- Key factors of quality.
- Information system value streams.
- Costs of poor quality.

Storyboarding workshops : Arriving at a definition of value-added.

3) Processes

- The concept of a process. The process model.
- SIPOC (Supplier Input Process Output Customer) diagrams.
- Creating and analyzing a Value Stream Map (VSM).

4) Performance

- What is performance?
- Key performance indicators.
- Efficiency of the operational process.
- Skills and the knowledge matrix.

Exercise : Determining performance indicators.

5) Organization

- The customer's organizational structure.
- Customer orientation.
- Performance dialog.
- Visible management.

6) Problem-solving: Behavior and attitude.

- Structured problem-solving.
- DMAIC and problem-solving.
- The Kaizen approach.
- Implementing Kaizen projects.
- Lean Leadership & Behavior. Organizational change. History of change.

Exercise : Setting up a problem-solving solution.

7) Review, exam preparation, and certification

- Review. Taking a mock exam and correcting it. Preparing for the exam.

Exam : Certification exam

DATES

REMOTE CLASS

2024 : 12 Sep, 16 Dec