



**brook**  
training

Implementing  
Business Support  
Interventions to  
Facilitate Change

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**Course Overview:**

Lean Office  
and Services -  
Implementation

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## Content:

Content is aimed at the professional, office and service sectors where the application of lean techniques can enhance back office efficiencies, procedures and customer service.

Lean isn't just about manufacturing; it's about standardising work processes to make problems visible and developing your team members' critical thinking ability so that they can solve problems and improve work processes.

The content will introduce delegates to what lean/agile tools and techniques together with how to get the best competitive advantage from implementing it in their business processes.

### Content includes:

- **Understanding Waste in all its forms and how to identify it**
  - DOWNTIME Acronym and its applicability to services
  - Red/Green Analysis (Non Value Adding/ Value Adding)
  - Lean/Agility
- **Gaining market intelligence and understanding customer needs**
- **Customer Service – Kano diagrams**
- **Process mapping/ Value stream mapping**
- **5S system of Workplace Organisation**
- **Standard Operations**
- **Pull/Kanbans/ flexibility**
- **Agile processing**
- **Job design**
- **Implementation of “Plan, Do, Check, Act”**
- **Continuous Improvement framework**

Further content will also be included and delivered progressively using feedback from the learners, and their developing understanding. This will include specific assignments drawn from, and adding benefit to their organisation and further one to one learning content, informed by any knowledge gaps or weaknesses in knowledge of any individuals in the cohort.

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### For more information:

enquiries@brookconsult.co.uk or call: (01226) 240 435

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## Format of Delivery

The support will be specifically tailored to the business and/or group needs and contain elements of one to one support to respond to individual's skills gaps.

The training content will be bespoke and specific to this organisation's requirements.

An integral part of the training and skills development will be one of 'experiential learning' by virtue of real, in the business project based activity.

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## Duration of Delivery

Delivery time and number of participants will be bespoke to employer need with specific dates and phasing by agreement with the company and Brook.

An initial meeting will take place to discuss requirements where duration and selected modules will be decided to form the training programme schedule

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## Business Benefits

For service and professional organisations where processes may be long, complex or variable with multiple decision points, the use of tools that lean gives will make processes which take place in people's heads visible. If each team member isn't doing work in the same way, each and every time, it cannot be guaranteed that customers are getting consistent high quality service each and every time.

If team members are not constantly pushing their critical thinking skills to improve processes it is unlikely that they can respond to complex service requests and interact with other departments and complicated systems to increase customer satisfaction and create competitive advantage.

This training will help participants to not only understand Lean techniques but will help the business to take a cohesive approach to lean and process improvements whereby they will relate directly to implementing business growth strategy giving improved competitiveness, effectiveness and profitability.

The training will increase knowledge, skills and capability of individuals in relation to the core capabilities that their respective roles require to help drive growth and change in the business.

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