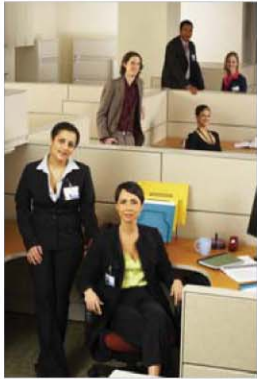


## ▶ Transactional Lean

Eliminate unnecessary activities and processes to maximize efficiency.



Lean helps companies identify and eliminate unnecessary activities and processes that slow production and create waste. Using Lean, organizations can increase process speed and agility, and reduce costs simply by focusing more on aspects of the business that matter most.

The concept of Lean is simple, yet extremely effective. Companies in both manufacturing and transactional industries rely on Lean to help keep costs down while maintaining a high quality standard.

Combining Lean with Six Sigma can be especially powerful. Used together, these two methodologies help companies improve the processes critical to customer satisfaction. A number of companies have integrated these two methods to achieve extraordinary results.

### Course Description

BMGI's four-day Transactional Lean workshop is designed to help Six Sigma practitioners, and others in a transactional specific environment, learn the principles of Lean and integrate them with the organization's current process improvement methodology to accelerate change. It provides a comprehensive introduction to Lean specifically for transactional environments.

The class combines lectures with simulation exercises to give participants the chance to experience how processes interact and understand how implementing Lean principles can positively affect a service environment. In the classroom, participants use these simulations to produce ideal conditions that allow them to meet customer expectations for on-time delivery, lead time and profitability. Each Lean principle is covered in detail, using real life examples and case studies from successful Lean implementations.

This class also sets the stage to implement SCORE™, BMGI's proven methodology for running Lean Kaizen Events. By the end of the week, participants are ready to walk through a complete Lean implementation plan from start to finish.

### Course Specifics

**Who Should Attend:** Managers, engineers, change agents, Six Sigma practitioners or others who desire an understanding of Lean principles. No previous Lean or Six Sigma experience required.

**Course Length:** Four (4) consecutive days (30 hours of instruction).

**Course Includes:** All presented material plus textbook: *Value Stream Management for the Lean Office*.

**Course Requirements:** Pre-course suggested reading: *Lean Thinking* by James P. Womack.

**CEUs:** BMGI is authorized by IACET to offer 3.0 CEUs for this program.

“BMGI's Lean class is well-organized and the material is very well thought out. Our participants were able to begin applying their knowledge right away.”

– Steve Cunningham  
Black Belt  
Charleston Area Medical Ctr.

### KEY LEARNING OUTCOMES

On completion of this course participants will be able to:

- ❑ Improve their response to customers' quality and cost needs using Lean tools.
- ❑ Understand the differences between batch processing methods and Lean methods.
- ❑ Reduce lead time for increased customer satisfaction.
- ❑ Learn to mistake-proof a process to reduce rework.
- ❑ Comprehend the concept of waste and its effect on the efficiency of a process.
- ❑ Determine value-added and non-value-added activities.
- ❑ Identify the elements that impact uninterrupted material flow or information flow.
- ❑ Construct a current and future state Value Stream Map.
- ❑ Define SCORE and understand how it can be used for quick-hitting improvements.

## ▶ Transactional Lean

### Course Agenda

#### ▶ Day One

- ❑ Origins of Lean
- ❑ 5 Principles of Lean
- ❑ Lean Enterprise Roadmap
- ❑ Product/Service Roadmap
- ❑ 8 Types of Waste
- ❑ Value - Define Output Characteristics
- ❑ SIPOC Simulation I, Part I & II

#### ▶ Day Two

- ❑ Value Stream Mapping - Current Process
- ❑ Value Stream Mapping - Future Process
- ❑ Identifying Non-value
- ❑ Cellular Layout
- ❑ 5S/Visual Standards/Self Inspection/Andons

#### ▶ Day Three

- ❑ Demand Flow
- ❑ Takt Time
- ❑ Kanbans
- ❑ Standardized Work
- ❑ Pull vs. Push
- ❑ Lead Time Reduction
- ❑ Defining S-C-O-R-E™
- ❑ Mistake Proofing

#### ▶ Day Four

- ❑ S-C-O-R-E™ Simulation
- ❑ Change Leadership
- ❑ FMEA
- ❑ Stakeholder Analysis
- ❑ Lean and Six Sigma

“I left the Transactional Lean course with an excitement level of 10+! I look forward to using these tools as soon as possible with my team.”

— Shelly Hutchinson  
AR Manager  
Sutter Health



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