

OPERATIONAL LEAN KAIZEN: the tools, the techniques
FOR MIDDLE-LEVEL AND FRONTLINE PERSONNEL FROM ALL INDUSTRIAL, COMMERCIAL AND
BUSINESS SECTORS – PRIVATE AND PUBLIC ORGANISATIONS
22-29 October, 5-12 November 2011 – Venue: TBA - Malta
COURSE TIMETABLE

DAY 1

Lean Kaizen: overview of core principles and targets

- The modern approach to continuous improvement in the Lean direction
- Kaizen vs. Kayrio
- Kaizen main targets
- Kaizen: Communication and Creativity
- Kaizen: Brain Power (the “poor-man” approach)
- Kaizen: tools and techniques
- Kaizen: Team Work
- Kaizen: Cultural Change

Systematic Continuous Improvement

- Where are we now?
- Setting of Objectives and Targets
- Adopting the strategy to get there
- The use of basic project management techniques to follow through achieving the solution
- The Deming Cycle – model for systematic continuous improvement
- Kaizen Principles for getting there
- The importance to measure progress
- KPI's
- Quality Management and Improvement
- Reactive vs Proactive systems of improvement
- Customer Feedback – a key tool in the continuous improvement process
- Introduction to the ‘tool-box’
- Innovation and Creativity – being ‘switched on’
- Change Management as part of the Kaizen approach
- Introduction to BPR and comparison to Kaizen

DAY 2

Kaizen: the classical tools for Continuous Improvement

Some tools are better suited for defining a situation, others for sizing it or auctioning it. The following are some of the tools and techniques that shall be explored together in as an interactive manner as possible:

- SWOT
- PESTEL
- Affinity Diagrams
- FMEA
- QFD
- 5D's
- CATWOE
- Process Flow Charting
- Value Stream Mapping
- Scatter Diagram
- Force Field Analysis
- Benchmarking
- 6 Thinking Hats
- Mind Mapping
- Practical Exercising

DAY 3

Kaizen: the classical tools for Continuous Improvement

- Pareto
- Ishikawa/Cause and Effect/Fishbone
- Brainstorming
- Data stratification
- Tally Chart
- PDCA
- The principles of 5S
- Improvement Circles CAT's
- Poka-Yoke
- Statistical techniques for process improvement
- Introduction to Six Sigma approach
- Lean Six Sigma
- etc.. – with extensive Practical Exercising

Introduction to Problem Solving and Decision Making

- Using a variety of tools available to identify a problem, define and size it, then set out a strategy to achieving a solution.

DAY 4

Kaizen: the main Lean Tools for seeing and eliminating Waste

- The 5W2H approach as a starting point
- The 5Why technique
- Takt Time
- Loading Bar Charts
- Communication Circles
- Spaghetti Diagram
- Practical Exercising

Lean Team Work

- The nitty-gritty of inadequate, non-lean **team-work**. Workshops: effective team-work for lean improvement. People are the key to real improvement: how to transform team-work into a powerful improvement tool.
- How to maximise efficiency and effectiveness in Team Work
- The role of co-ordination
- The modern rules that govern effective Team Work
- Is Leadership really required?
- Deploying the 6 Thinking-Hats method in Team Work

For further, comprehensive details, please visit
<http://www.scodanibbio.com/malta2011/>