

Lean Thinking for Managers

S\$750

2 Days

About this Course

Today's world-class companies have been successful in enhancing customer value, empowering their workforce to highlight inefficiencies and streamlining work processes to cut costs, improve quality and become more responsive to customers. It is now more important than ever to increase organisational effectiveness through the engagement of people at all levels in elimination of waste, the implementation of strong management systems to highlight and solve problems, and the cultivation of innovative teams who are constantly striving to improve. These are all part of a management concept known as Lean Thinking.

The aim of this course is to go through the entire Lean Management System model by introducing and reinforcing critical concepts and implementation methods. By the end of the course, participants will have a solid base of knowledge of Lean Thinking and how to build the right processes and habits in their organisation to increase business performance.

Who is this for

This course is aimed at Supervisors, Managers, Transformation Leaders, HR Professionals and anyone else interested in nurturing organisational excellence through the engagement of employees in their organisations



Day 1

Introduction

Participants will be provided a brief introduction of Lean: the basic definition of Lean, the concept of Lean Thinking and the fascinating journey of Lean through multiple industries and applications. be introduced to the Lean Management System model, which consists of (5) essential components that are critical to the achievement of organisational excellence.

Deep Reflection as a personal habit

Participants will participate in a 'Hansei' session as a practice of the Lean habit of Critical Reflection. You will deeply reflect on a particular topic important to your organisation and then share with the overall group for the enrichment and learning of all.

Start with the why

Participants will learn how to start with the 'Why', and its critical importance to inspire action through establishing a strong sense of Purpose. We will also see a brief overview of Organisational Planning 'the lean way' as well as the foundational concept of PDCA

Putting the Customer at the Core

Organisational success, Customer Delight and the healthy, low-stress well-being of our employees depends on the design and execution of Brilliant Processes. We will examine the key concept of Customer at the Core and introduce the key Lean Management concept of Value Streams.

Day 2

How to design Brilliant Processes

We will examine all the key elements of Lean Process Design Principles so that you can apply them to your key work processes for improved Speed, Quality, Customer Experience and Employee Morale. Examples and Exercises will be used to reinforce the critical concepts of Lean Process Design

Sustain your gains

A critical missing element in most organisations is the ability to sustain your planning, processes and people through robust and practical check and assessment systems. The solution is to implement a tight network of Lean-inspired Management Systems, designed to be people-focused and at the front line work itself rather than conference rooms.

Continuously Improve and Learn

What is needed for the organisation to continuously address problems and opportunities, avoiding complacency and a 'good enough' attitude? We will teach you the legendary Lean techniques of relentless problem solving and Kaizen so that you can address issues quickly and constantly raise the performance bar.

It starts and ends with People

People are at the centre and heart of the Lean Management System. The basic concepts of how to develop and nurture Great People and Teams will be covered here. The purpose behind every Lean tool and technique is not only to improve but also to Engage and Develop People! We will end with a discussion on the critical Lean concept of 'Respect for People'



John Hamalian

About the Trainer

John S. Hamalian has over 20 years of experience at General Motors and Dell, specializing in Lean Thinking, Management, Business Improvement, Strategy and Organizational Development. With assignments based in the USA, China, Germany, Korea, India and Singapore, culminating in 2 Asia-Pacific Regional Director positions, John thrives in global and culturally-diverse environments. He is an adjunct lecturer at various universities; a published writer on Lean Management, Leadership, Strategy and Asian culture; and an active speaker at Business Excellence conferences, global corporations and professional institutions.

John is now the owner of Sustainable Organisational Excellence as well as the Southeast Asia Representative for globally-renowned Lean Enterprise Institute (Lean Global Network), providing consulting, facilitation and training to help clients across Asia improve their performance and increase value. He holds an MBA from Fordham University in New York and a Bachelor Degree in Engineering from Kettering University in Michigan.

An avid explorer, John has visited over 60 countries, including the entire Far East of Asia, and speaks conversational Mandarin Chinese. He is an active supporter of several NGOs, including serving as Chairman of the Audit Committee.



"I could use everything I learned today in my organization. I am leaving with action items I can't wait to implement."

Ms Lisa Lim, Human Resources Manager

"This course was very comprehensive. Very helpful!"

Ms Cindy Goh, HR Manager

"I was very impressed with how much information was presented in this course."

Mr Patrick Tay, Manager

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