

# Lean Thinking for Manager

S\$750

2 Days

## About this Course

Lean Thinking is a way of approaching situations, processes, products and services with a view to ensuring that they add optimum value, are right first time and are handled efficiently. This way of thinking places a large emphasis on improvement through the engagement of people's minds. Lean Thinking is used across all industries as well as the public and non-profit sectors.

Today's managers need to increase their organisation's 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 Management.

The aim of this course is for you to become a more effective manager by introducing and reinforcing critical Lean Management concepts and techniques.

By the end of the course, participants will have a solid base of knowledge of Lean Management and how to build the right processes and habits in their organisation to increase organisational performance.

## Who is this for

This course is aimed at Managers with little or no knowledge/experience of using lean techniques. 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 to Lean Thinking

Participants will be provided with the basic definition of Lean, the concept of Lean Thinking and the fascinating journey of Lean through multiple industries and applications. We will introduce the Lean Management model, which consists of (5) essential components that are critical to the achievement of sustainable organisational excellence.

### 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. Lean Thinking always starts with asking the question "What Problem Are We Trying to Solve?" We will also introduce the foundational concept of PDCA to create a culture of continuous experimentation and rapid try-outs.

### 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 Thinking concept of Customer Value

### Learning to Think End-to-End

Customers only care about the end-to-end delivery of what they value, not disjointed silo processes. Therefore we must have an End-to-End view of customer value. We will introduce the critical Lean technique of Value Stream Improvement, using a case study exercise, to understand customer value flow so that we can optimise and streamline our processes to delight customers.

## Day 2

### How to design Brilliant Work Processes

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

### Delivering the Future

Using Lean Process Design Principles, we will design a significantly improved Future State that delivers sustainable value for Customers, less effort for Employees and better Financials for the organisation. We will briefly examine Lean team design and the critical role of the Team Leader in the sustainable delivery of customer value.

### 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 Management Systems, designed to be people-focused and engage the front line work itself rather than conference rooms.

### It starts and ends with People

People are at the centre and heart of the Lean Thinking. The basic concept of 'Respect for People' 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 also briefly cover how to be more Agile, adapting rapidly to changing situations, as well as the importance of Learning and Sharing.



## 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.

He 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.

John 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 65 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 for a migrant worker support organisation and Trustee of the Armenian Church of Singapore.

**“Lean training was a great experience. It has changed the way we do business and we have already seen great improvements in our work processes.”**

**Mr Bernard Tan, Managing Director**

**“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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