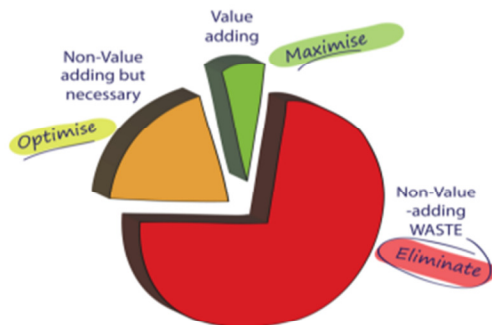




## Introduction to Lean Management

Enhancing value for the customer is the essence of “Lean”. This means delivering what the customer needs, when it is required and at the best possible price. Lean offers a structured methodology that maximizes value for the customer through the elimination of waste from an organisation’s activities. Lean examines the entire value stream.



The value stream is described as the sum of all activities completed by an organization to produce a product or to deliver a service. The elimination of waste is a

key underlying principle of Lean. It requires moving away from the traditional approaches to process improvement and instead focusing on the product or service provided to the end-customer. A culture of continuous improvement is key to any organisation's sustained success in the elimination of waste. Instilling this culture is done by considering three aspects of the business.

Define the organization purpose and make information available for all levels of management employees, continuously providing the value to customers and most important is to believe in Change. Continuous improvement is the daily work for everybody in the organization.

The art of respect is the base for success in lean culture, how to make employees more loyal and attached to their Jobs, It involves engaging people in the process of problem solving and challenging them to participate actively in fixing issues and longer-term process improvement. Respect-for-people means that expectations are clearly set and that everyone is equipped with the skills, tools and techniques to introduce and sustain a culture of continuous improvement



Higher management may not always be close enough to the job to effectively fix the issue: conversely team members may not be able to stand back far enough to understand the real problem and business context. A culture of mutual respect facilitates working together, management providing guidance and mentoring, team members providing the detailed knowledge necessary to root cause and fix problems

The main purpose of the lean Management course is to provide the trainees with the skills and training required to enable them to perform the processes at the required level to enable customer satisfaction. Involve them in the improvement process; use their experience to drive day-to-day problem solving thus resulting in continuous improvement.