

Leap into Lean: Process Improvement for Supervisors

WORKSHOP OVERVIEW

“All employees are entitled to outstanding leadership – You will provide that leadership.”

Summary

Process Improvement” can bring to mind many different scenarios. In this 8-hour workshop we will address the basic supervisory skills necessary for identifying and managing process changes in the workplace. You will participate in **several** interactive practical exercises to enhance observational habits. The workshop will include topics such as:

- Effective communication
- Organizational opportunity identification
- Changing a process to a measurable outcome
- Effectiveness checks
- Sharing results

The goal of the workshop, through its activities and hands-on practice, is to help you create habits you can take with you for process improvements within your role that will benefit any organization.

Outcomes:

By the completion of the workshop, participants will be able to:

1. Distinguish between process vs. vague instructions through an interactive activity
2. Describe a brief history of process improvement
3. Act with the understanding that “**Waste is an Opportunity**”
4. Use 5S system for organizing spaces so work can be performed efficiently, effectively, and safely.
5. Improve communication at multiple levels as the key strategy to process improvement
6. Explain the concept of Standard Work and use it to set standards in the workplace
7. Describe aspects of corrective action and use the Ishikawa diagram for it
8. Understand how to measure results through auditing, SMART goals, and KPI (Key Performance Indicators).