

BLCN Integrated Lean Process Methodology course:

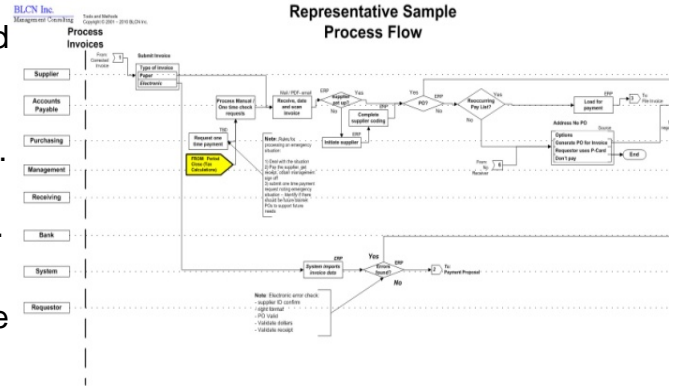
- Utilizes consultative instruction on how to redesign and streamline business processes.
- Applicable for enterprise wide, large and small improvement projects as well as system design efforts.
- Applicable for process analysts, business analysts, project managers, technology and departmental leads.

Participants will:

- Use their own process scope and issues for the course exercises and leave with a tangible action plan to complete the exercises after the course.
- Apply Lean thinking, not tools, in all they do.

Realize the benefits when:

- Participants fix process issues during the course and have an action plan to continue their efforts after the course has been completed.
- Participants use Lean thinking in everything they do.



Learning Objectives

- Be able to apply the Integrated Lean Methodology with your process efforts
- Learn the various mapping shapes and hints and tips in performing process workshops
- Leverage the As Is process to identify process issues and perform root cause analysis
- Develop the To Be process and identify key process “health” metrics
- Develop transition plans based on the As Is and To Be processes

Modeling:

- Swim lane process model
- Role identification
- 18 modeling shapes
- As Is and To Be models

Issue and Root Cause:

- Issue identification
- 5 common root cause techniques
- Identify and correct process waste

Transition Planning:

- Gap analysis
- Process metrics
- Continuous improvement

Course content aligns with the IIBA and PMI

The course pays for itself if one participant fixes one issue during the course exercises!

Course Topic Outline

Overview and Scope:

- Overview of the What and Why of Process.
- Process Importance and Defining Scope

As Is:

- Modeling Overview
- Performing the Workshop
- Common Mapping Shapes

Process Analysis:

- Sources of Information
- Process Issues
- Wastes of Lean
- Common Root Cause Techniques*
- Corrective Action

To Be Design:

- Develop and Review the To Be Process
- Develop Performance Metrics

Next Steps:

- Identify Transition Requirements
- Defining Business Requirements
- Continuous Improvement

Participants will receive a training binder and the BLCN Visio shapes file and Visio drawing template.

* Diagnostic questioning, 5-whys, trend analysis, Fishbone, explode the bottleneck, brainstorming.

Contact BLCN about course details, mentoring options and our partner training offerings.