

## “Mapping to See”

### Value Stream Improvement for the Office and Services

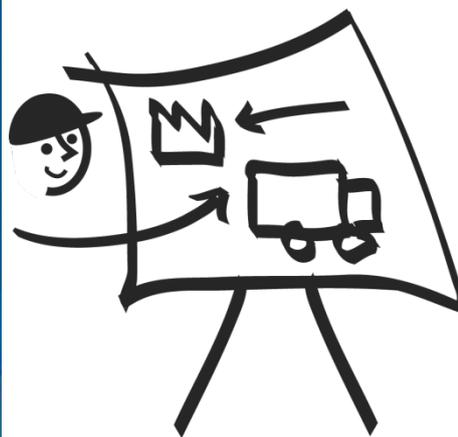
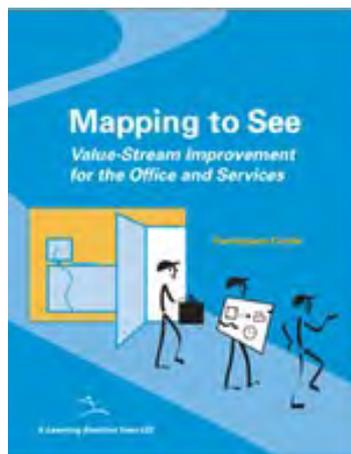
#### 2 - Day Workshop

Monday 10<sup>th</sup> & Tuesday 11<sup>th</sup> July 2017

Lean Enterprise Academy, Ross on Wye, UK

#### Introduction

This interactive workshop demonstrates how to apply value-stream mapping, a fundamental and critical tool, to address what many companies find difficult to do: making a fundamental change in business processes such as administrative, professional, and transactional activities. You will see how the key elements of Lean thinking and value-stream mapping apply to such activities by identifying key processes to tackle, drawing an accurate current-state map of each process, applying Lean principles to develop a vision an improved future-state and implementing the future-state in a way that can be sustained.



#### Objectives

The purpose of this workshop is to explore the lessons and insights from Mapping to See in order to:

- Apply Lean thinking in the office or service
- Understand the process of value stream improvement in the office or service
- Understand how to design Future State value streams
- Understand what makes an value stream in the office Lean
- How to use the value stream mapping process to implement the future state.

#### Topics that will be examined include:

- Selecting the right process to improve
- Key roles to support the value stream improvement
- A series of case studies and exercises to practice drawing a current-state map
- Individual efficiency vs. system efficiency
- Issues to consider when developing a Future State and designing a Lean flow

- Exercises to practice drawing a future-state map
- How to create a plan for implementing the future state.
- Key points to successfully implement future state value stream maps

## Agenda

- Introductions/Objectives/Agenda
- Introduction to Lean Thinking
- Introduction to Value Stream Mapping Improvement for Offices and Services
- Preparing for Value Stream Improvement Project
- Current State Mapping
- What makes a Value Stream Lean
- Future State Mapping
- Implementation Planning
- Reflections & Expectations Review

## Workshop Benefits

Through instruction, small group discussions and exercises, the workshop participants will:

- Introduce Lean and Value Stream Improvement for the office or service in a practical hands-on manner.
- Develop the ability to “see the flow” and create Future State Value Streams to improve business performance.
- Understand how to redesign a value stream for improved quality, cost & service
- Demonstrate how Value Stream Improvement can be part of any business strategy to improve office process and services.

## Who Should Attend?

- Management, supervision, support staff and improvement teams wanting to learn how to apply Lean thinking and Value Stream Mapping in the office and service areas.
- Organisations at any stage in a Lean transformation that are struggling with:
  - Applying Lean thinking and Value Stream Mapping in office and service areas.
  - Delivering a step change in value stream and business performance

## Related Books

- [Mapping to See: Value Stream Improvement for the Office and Services](#)
- [Learning to See: Value Stream Mapping to Add Value and Eliminate Waste](#)
- [Training to See: Participant Guide](#)
- [Mapping to See: Participant Guide](#)

## Notes

- **Attendance** - 2 Day Course

- **Class size** - Maximum 12 people per day
- **Timings** - Each day will run from 09:00 - 17:00
- **Cost** - £790.00 (Consultant Rate £900.00)\* per delegate per day with a 15% discount when 2 or more people from the same organisation attend
- **Materials** - A PDF copy of the materials will be available via the Lean Enterprise Academy website.
- **Facilities\*\*** - Refreshments and lunches will be provided by LEA

*\* Please note prices exclude VAT at the standard rate of 20%*

*\*\* We are situated in a listed building which unfortunately does not have disabled access. On occasions where disabled access is required we will move the workshops to a local hotel in Ross on Wye.*

***We can also run these workshops in-house at your convenience, if you would like to explore this option please contact us at [events@leanuk.org](mailto:events@leanuk.org) or call +44 (0)1600 890590***

### **Follow up (optional):**

LEA provides an ongoing mentoring service for organizations involved in making lean transformations. Value Stream Maps and A3s developed by the organization can be reviewed at 30/60/90 intervals. This provides the organization with additional improvement capability that they can draw upon to help refine the direction of their improvement plans and sustain workshop learning and improvement activities.

**Book online at [www.leanuk.org](http://www.leanuk.org)**

*The lessons learnt during this workshop fit within each of the capability development element of the Lean Transformation Framework*