A 5-DAY FULLY-ACCREDITED PROGRAM
HELD ON THE CAMPUS OF THE OHIO STATE UNIVERSITY IN COLUMBUS, OHIO

SERVICE PROCESS IMPROVEMENT

Learn the lean fundamentals, techniques needed to make information flow, create better customer experiences and reduce your administrative support service costs by 60%.

Provide an understanding of the foundational lean techniques specifically designed for application in a service organization or manufacturing service environment. Designed for service and administrative managers looking to start a lean effort in their organization.
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PROGRAM DESCRIPTION

The Service Process Improvement Program is a 5-day fully-accredited program designed to start you on the path to continuous improvement! Learn how to eliminate backlogs, failure demand (rework) and other inefficiencies while improving customer service and employee satisfaction!

Change your Business Before Someone Else Does...

Productivity has spent the last 30+ years helping organizations change their status quo with the implementation of Lean techniques. We have seen firsthand the benefits Lean brings to an organization like yours, in customer service, HR, accounting, sales and marketing, product and service operations, and more.

Becoming a Lean company will speed your time to market. Lean will also provide increases in capacity, quality and employee satisfaction, eliminate non-value-added activities, and reduce downtime and waste.

This Service Process Improvement program is specifically designed to teach you the fundamental techniques needed to start a Lean effort in your administrative environment. In just 5 days you’ll learn 9 foundational Lean techniques and how they fit together to create a systemic process for identifying and eliminating service inefficiencies and process waste.

Designed for service and administrative managers looking to start a lean effort in their organization.

PROGRAM OBJECTIVES

Discover how Lean can help:

- Continuously improve customer satisfaction by improving quality at the source and reducing lead-time for your customers.
- Systemically and repeatedly identify process inefficiencies so they can be reviewed and eliminated.
- Eliminate back-logs and failure demand – the work created when a task is not carried out correctly the first time.
- Reduce absenteeism and turnover by creating more value-added work.
- Make processes visible so everyone can monitor daily progress to achieve improvement goals.
- Increase process capacity so more value-adding work can be performed with existing resources.

ATTENDEES COME TO OUR CERTIFICATE PROGRAMS FROM ALL INDUSTRIES. HERE ARE SOME WHO HAVE GRADUATES:

Abbott Labs / AmericanGreetings / American Woodmark / ATI / Banner Health / Boeing / Brazeway / Brookdale Senior Living / CertainTeed Co. / Clopay Plastics / Crown Equipment / Cytec Industries / E. & J. Gallo Winery / Interstates Companies / John Deere / Kaiser Aluminum / KeyBank / LGS Sky Chefs / Luxottica Optical Mfg. / Mars Petcare / Med Johnson Nutrition / Mettler-Toledo LLC / Mi Windows and Doors / Nintendo of America / Northrop Grumman / Ohio Colleges of Medicine / Orange County Sanitation District / OSU Wexner Medical Center / Owens Corning / Revere Copper & Brass / Sauder Woodworking / Sherwin Williams / Siemens / Sun Products Co. / T. Marzetti / The United States Mint / Urschel Labs / U.S. Dept. of Labor / Williamson-Dickie Mfg. Co. / Wonderful Citrus / Wooster Community Hospital...
Imagine what you could do if you had 65% more capacity...

What is your failure-demand percentage? Failure Demand is the work that is created when a task is not done correctly the first time. And, in most administrative environments, associates are spending as much as 65% of their time working on failure demand... all non-value-added activity.

The Service Process Improvement program has been designed to teach you the fundamental techniques needed to start a lean effort in your administrative environment.

PROGRAM CURRICULUM

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In today’s hectic workplace, having an extra set of hands can be helpful, but having an extra set of hands capable of...

- Increasing IT support action item closures by 25%
- Cutting order processing time by 60%
- Reducing accounts receivable and accounts payable processing time by 30%
- Bringing month-end closings down from 5 days to 2 days
- Reducing invoice processing time from 22 hours to 8 hours
- Reducing sales order quotation and order entry process from 10 days to 3 days

...can be a game changer!

Application of Lean helped a client organization achieve these improvements in their administrative processes. Our Service Process Improvement certificate program has been designed to develop your understanding of the foundational Lean techniques and how to apply them to achieve similar results in your environment.

BENEFITS OF ATTENDING

You will understand how these principles apply to your department and processes and how you can develop your "leadership legacy" through the implementation of these Lean techniques.

Upon completion of this 5-day program, you will be awarded the Service Process Improvement certificate and earn 4 Continuing Education Units from The Ohio State University.

A MINI VISUAL FLOW CASE STUDY. RESULTS ACHIEVED AFTER ONLY 2 DAYS!

“We have implemented visual flow management for phone and e-mail inquiries from customers. I added a visual backlog of any email that is over 12 hours old. This gives us clear sight on a potential defect. This is working well and the backlog went down from 144 to 22. No emails over 12 hours old! No negative impact to service levels on the phones.”
SERVICE PROCESS IMPROVEMENT MODULE DESCRIPTIONS

DAY 1 MONDAY 8AM-5PM

Lean and the Customer Experience
This module will introduce the fundamental principles of Lean in a service environment.
Participants will learn the cornerstones of a lean system, how lean supports a customer-focused strategy, how to translate lean theory into action, and Lean’s overall impact on quality, cost and security.

High Level Process Mapping – SIPOC
Process mapping is a key technique in a service-based Lean initiative as it helps us “see” the process.
This module will introduce you to SIPOC, a process-mapping technique that summarizes process inputs and outputs, making existing processes visual and highlighting inherent wastes. SIPOC stands for Supplier, Input, Process, Output, Customer which forms the columns of the table.
Participants will learn how to use the technique to identify improvement opportunities, define project scope and outline project objectives.

Value Demand and Failure Demand
This module will introduce you to the concept of Failure Demand, the non-value-added work generated when you didn’t get it right the first time.
Understanding Failure Demand is essential to seeing the enormous potential of improvement that exists in the organization and how Lean can address it.
Elimination of Failure Demand creates extra capacity that can be used to get more accomplished with existing resources and generate new revenues for the organization.

Learning to see Waste
Understanding how to identify waste in your processes is the first step to removing it.
In this module we will explore the main wastes found in service activities and how one waste often generates another, eventually leading to failure demand.
We will explore how Lean techniques address and eliminate these wastes in a holistic way.

DAY 2 TUESDAY 8AM-5PM

Value Stream Mapping for Value Stream Management
This module presents a step-by-step methodology for value stream management (VSM) – the cornerstone to planning and organizing lean activities in all process.
– Define the scope of analysis for value streams and processes.
– Define service families.
– Link VSM with other forms of analysis including SIPOC (Supplier-Input-Process-Output-Customer).
– See the flow of value in end-to-end processes.
– Gather the upstream and downstream information needed to make fact-based decisions for your lean plan and eliminate non-value-added activities.
In this module you will learn how to create a value stream map and how to scrutinize the data it reveals to find the weaknesses and wastes within a process.
This information will guide your tactical plan for transformation. Using the Value Stream Analysis process, you will discover how to respond to customer demand and its variability; how to transform processes by establishing response models adapted to each type of demand; and how to establish continuous flow in day-to-day operations.
You will see real-life examples from service enterprises, and manufacturing support services.

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WHAT PAST ATTENDEES ARE SAYING...
“This was the most effective of any training I’ve ever taken, and one I feel the most confident that I will actually use to improve our processes.”
“As a bonus, I learned that Lean can stand on its own and not just (be a) part of Six Sigma, but it can be combined with Six Sigma.”
“This is the first workshop that I attended that provided easy tools I can use going forward”
DAY 3 WEDNESDAY 8AM-5PM

Workplace & System Organization: 
5S’s, Visual Standards and Standardized Work for Process Stability

This module will teach you the objectives and implementation steps for 5S and for developing a visual management system.

We explore how a visual system ensures adherence to standards and learn how to share best practices that enable cross-training.

We will understand how this relates to Standard work, central to achieving and sustaining the lean enterprise.

Standard work demands adherence to today’s best practices and must be embedded in all we do, from standard operations in the workplace to standardized policies and procedures.

Standard work is a key element in the elimination of waste, reduction of variation, and in achieving balanced and synchronized processes.

In this module, participants will learn a proven methodology to develop standard work routines and how to apply document control and visual workplace principles and techniques to train others in the new best practice, or standard work.

Visual Flow Management

Visual management lies at the heart of lean.

In this module we take an in-depth look at the importance of making activities visible, and the development of a visual system that allows managers and team members to manage activities and monitor performance.

Discover different ways of scheduling activities according to specific features of flow and demand.

In this interactive module, you will see examples of flow management specific to different process characteristics, and learn how to develop your own perspective and build custom models for your processes.

Examples explored come from finance, IT, healthcare, laboratories, and/or sales. You will understand how to build leading indicators.

DAY 4 THURSDAY 8AM-5PM

Performance Management – 
KPI’s, creating dashboards

Building on the week’s earlier learning, we will further explore the concepts of leading and lagging indicators, and how to make the link between visual flow management and performance management.

You will also examine the construction of visual team boards for team activities, and learn how these help to generate continuous improvement.

Team-Based Problem-Solving and A3

Once teams are engaged in managing their daily activities, they are able to enter into problem solving.

A3’s are mechanisms for capturing the Plan-Do-Check-Act cycle on a single sheet of large-format paper.

A3 provides a visual that guides progress, incorporates changes to the plan, and fosters communication.

Learn how to construct a good A3 and, more importantly, how to use it to manage improvement.

DAY 5 FRIDAY 8AM-12PM

Week in Review

Taking it Back Home: Outlining Your Implementation Roadmap

In this final session we will take a look back at the week, summarizing the key learning points and looking at how the lessons learned can be used to address your business issues.

Each participant will work to define next steps that will launch lean initiatives in their work environment.

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WHAT PAST ATTENDEES ARE SAYING...

“I will be able to quickly start making changes to my process and improve overall quality, efficiencies in a short time.”

“Exceeded my expectations. It gave me motivation to go out and make a difference.”
Productivity Inc. is a leading consulting and education firm that helps organizations build new capabilities, create better customer experiences, and grow. We focus on three progressive strategies: Operational Excellence, Innovation and Leadership Development.

Working together, these strategies provide the means to continually refresh a company’s value proposition while making the organizational changes needed for daily improvement and sustainable growth.

We pioneered the implementation of Lean and TPM methodologies in manufacturing in the late 1970s. Since then, we have extended these methodologies across a wide range of industries, including finance, public works and other service industries. Our time-tested Lean Management System - motion™ The Management System by Productivity - provides a uniquely comprehensive approach to implementing lean across an entire enterprise.

Our Innovation System, developed from years of research into proven, leading-edge practices for innovation management and top-line growth, helps organizations in both service and manufacturing industries to develop an organization-wide capability to innovate. More than simply a lean consulting firm, Productivity Inc. can provide a variety of methodologies to keep your business in motion™.

Learn more at www.productivityinc.com

motion™ – The Management System by Productivity

Imagine...

- Your customers are your best supporters,
- employees at all levels know their customers and actively solve problems to better serve them,
- leaders team-up to prepare their long-term plans and translate them into annual objectives and work place initiatives,
- leaders and managers work closely together to set direction and provide sense of purpose,
- continuous improvement and innovation in action,
- an organization of networked teams fully integrated and enabled...

What you are imagining is an organization in motion™, and we can help you get there!

Live the experience of motion™, the Management System by Productivity

The Innovation System™ by Productivity

In a rapidly changing environment, current value propositions are not enough to ensure your organization’s long-term survival. You’ll need reliable pathways for creating new value. In our experience we’ve found that the traditional value creation functions are not structured for this type of innovation effort.

This effort – the development of an organization-wide capability to reliably, repeatably and predictably create new value – requires the building of an Innovation System to provide the means to explore outside the confines of your existing business model.

Productivity has developed a systemic process for creating an organization-wide Innovation capability — developing your own Innovation System™.

Live the experience of The Innovation System™ by Productivity
On-Site Training and Skill Development for Manufacturing and Service Industries

Actionable, Proven, Results-Oriented...

As stand-alone training sessions or combined into a multi-session curriculum, our proven training programs will provide the knowledge transfer and skill you need to participate and add value to your organization's Operational Excellence effort.

All our on-site training programs are taught using a Learn-by-Doing approach that translates theory into action providing your organization with an immediate return.

We can work with you to collaboratively build a curriculum that fits your specific training needs, allowing you to achieve short-term results while developing long-term organizational capabilities.

We have provided customized training curricula to organizations throughout the Global 1000 including: adidas AG, BNP Paribas, The Emerson Electric Company, Kaiser Aluminum Company, Gannett NJ Media Group, Oldcastle BuildingEnvelope, Suncor Energy, and Whirlpool Corporation. We would welcome the opportunity to collaboratively develop a curriculum that fits your specific training needs.

LEADERSHIP DEVELOPMENT EXPERIENCE

Training and coaching for leaders and managers to plan, deploy, lead and support a sustainable, company-wide, improvement and growth program.

LEAN IN SERVICES

Developed for all service environments, learn how the application of Lean techniques improves customer service and develops strategic competitive advantage.

TPM AND LEAN

Learn the TPM Pillars and Lean techniques necessary to implement a TPM and Operational Excellence program in your facility...

All Our On-site Training Programs

We Educate – We Certify

In the change process, everyone needs to understand how they can contribute. This understanding begins with education.

Get everyone speaking (and practicing) the same “language”? That’s what our educational programs are designed to do. In the 1980’s, we were the first organization to introduce Lean educational workshops and learn-by-doing kaizen events. Over the years, we have continuously upgraded and improved our training curricula.

Productivity has partnered with The Ohio State University’s Fisher College of Business to offer Lean Certifications and Certificates.

LEAN MANAGER CERTIFICATION - LMAC - COLUMBUS, OH

Designed for leaders and managers seeking the knowledge and confidence necessary to drive Lean principles throughout their organizations.

LEAN MANAGEMENT CERTIFICATION FOR SERVICES – LMAC SERVICE - COLUMBUS, OH

Designed for leaders and managers seeking the knowledge and confidence necessary to drive Lean principles throughout their organizations.

All Our Public Educational Events