

## Course Description

The participants of the Lean for Knowledge Work Certificate program develop an understanding of Lean as applied to managing knowledge processes. They learn how to build, document, and monitor knowledge work utilizing Lean tools and principles. They gain an understanding of the need for Continuous Improvement and how to engage their teams in active participation. The successful completion of the program ensures the participant has the capability and understanding to fulfill a Lean leadership role.

## Program Objectives

- Develop an understanding of Lean and its application to knowledge work;
- Understand the application of Lean operational tools;
- Ability to see the need for continuous improvement and systems to engage the team in the application

## Course Structure

### 1) Knowledge Worker Lean

Explore the crossover between Lean as a productivity tool in manufacturing and its practical application in knowledge of work.

Module	Leaning Outcomes	Hours
LWB1	Eight wastes as applied to the office Multi-tasking myth	2
LWB2	Computer & data system productivity 5S applied to information systems	2
LWB3	Kanban & visual systems Standardizing execution	4
LWB4	14 Principles of Lean	2

### 2) Operating Lean

Build the understanding of the key operational tools that must be in place for daily operations and ongoing Continuous Improvement. Evaluate how these tools relate to employee performance and overall engagement.

Module	Leaning Outcomes	Hours
LWB5	Perato's Law Understanding opportunity costs	3
LWB6	How to effectively communicate Daily Stand Up Weekly Meeting IDS	3
LWB7	Metrics & visual score cards	2
LWB8	How to cultivate a culture of continuous improvement Engaging the front line to fix bugs	2
LWB9	A3 Process Making room for continuous improvement Strategic planning opportunities	4

### 3) Process Building Tools

Lean how to build and baseline the work process with linking the A3 process as a means to document continuous improvement as the best one way to do the work.

Module	Leaning Outcomes	Hours
LWB10	Process Maps Tools hand the process Importance of work handoffs Creating pull	4

**Total Instructional Hours: 28**

### Price

\$4600.00 per student.

### Instructor Background & Credentials

Michel Handfield, founder of Valueadd Lean is an operations expert who sets the bar across every organization he touches. His ongoing efforts towards the implementation of Lean Manufacturing include but are not limited to: manufacturing, project management, engineering, base business and across the knowledge processes.

Michel has been specializing and delivering Lean Principles since 2008 holding black belts in Six Sigma and Lean. He also completed a Project Management Certificate after graduating for Mechanical Engineering Technology. He has excelled at continuous improvement and implementing Lean across all areas of the business.