Developing the World's Best Continuous Improvement Organizations

LEAN THINKING FOR KNOWLEDGE WORK
ADVANCED VALUE STREAM MAPPING SKILL DEVELOPMENT

Program Description

Knowledge workers use information flow systems to create value to their customers. This program will equip you with skills and tools to make 'invisible' information flows visible. Once your processes are visible, you can then apply the thinking to improve them. Peter Drucker declared that *"increasing the productivity of knowledge works is the most important contribution management needs to make in the 21st century."*

This 5+ Day skills development program will provide you with the Lean Thinking Skills to facilitate and execute improvement projects for information flow processes and knowledge work. You will also receive coaching support during and after the program.

At the successful completion of the skills development program and the implementation of an improvement project, the program participants with receive an Organizational Systems Thinking certificate in Advanced Value Stream mapping.

Skill Development Focus

The objective for the program will be the development of the followings skills:

- ☐ VSM A3 project planning
- ☐ Lean Thinking concepts for information flow and knowledge workers
- ☐ VSM Discovery
- ☐ Future state planning
- ☐ Developing and running proof of concept pilots
- ☐ Introduction to progressive problem solving
- ☐ Visual Management for information flow processes including project management and performance control techniques
- ☐ Standardized Work for information flow knowledge workers
- ☐ Culture, team members and human development techniques
- ☐ Introduction to Organizational System Thinking
- ☐ Utilizing the Plan, Do, Check, Act improvement cycle

Program requirements

The following are the requirements to participate in the program:

- ☐ Skill development through the implementation of an information flow improvement project in your organization
- ☐ Executive project sponsor for your organization to support the implementation of the project
- ☐ Have your organization host a session and provide a best practice walk

Schedule

Day 1 – Project Planning and Lean Thinking Knowledge Worker concepts

The following are the areas of focus for Day:

- ☐ Getting ready for the project – VSM A3 Development
- ☐ Facilitating an improvement event
- ☐ Lean Thinking concepts for information flow and the Knowledge Worker

Day 2 – Value Stream Mapping Discovery

The following are the areas of focus for Day 2:

- ☐ VSM Discovery for information flow
- ☐ Project readiness checklist
- ☐ Design Thinking for future state planning

Day 3 – Future State Planning and Problem Solving
The following are the areas of focus for Day 3:
- ☐ Developing a Future State VSM
- ☐ VSM Project Identification
- ☐ Introduction to Progressive Problem Solving

On Site Coaching Session

Day 4 – Proof of Concept Pilot
The following are the areas of focus for Day 4:
- ☐ Designing and implementing a proof of concept planning

Day 4 – Standardized Work
The following are the areas of focus for Day 4:
- ☐ Developing standards and standardized work for information flow and Knowledge Workers
- ☐ Implementing and maintaining standardized work

Day 4 – Visual Project Planning
The following are the areas of focus for Day 4:
- ☐ Deploy a Visual Project Planning Board
- ☐ Introduction to the Organizational Thinking – Plan, Execute, Measure and Adjust

Day 5 – Developing the Human System
The following are the areas of focus for Day 5:
- ☐ Culture and the improvement process
- ☐ Organizational Systems Thinking – The Human System

Day 5 – PDCA – Sustaining Improvements
The following are the areas of focus for Day 5:
- ☐ Organizational System Thinking – The Management System
- ☐ Managing the Plan, Do, Check, Adjust Cycle
- ☐ Processes auditing and sustaining improvements
- ☐ Knowledge Worker Project presentations

On Site Coaching Session

In Process Project Review (1/2 day)
The following are the areas of focus for the in process project review:
- ☐ Presentation of the in process results of the project
- ☐ Support through the Knowledge Worker Community.

Program Cost
HPS Consortium Members - $2,800 per person
Non HPS Consortium Members - $3300 per person