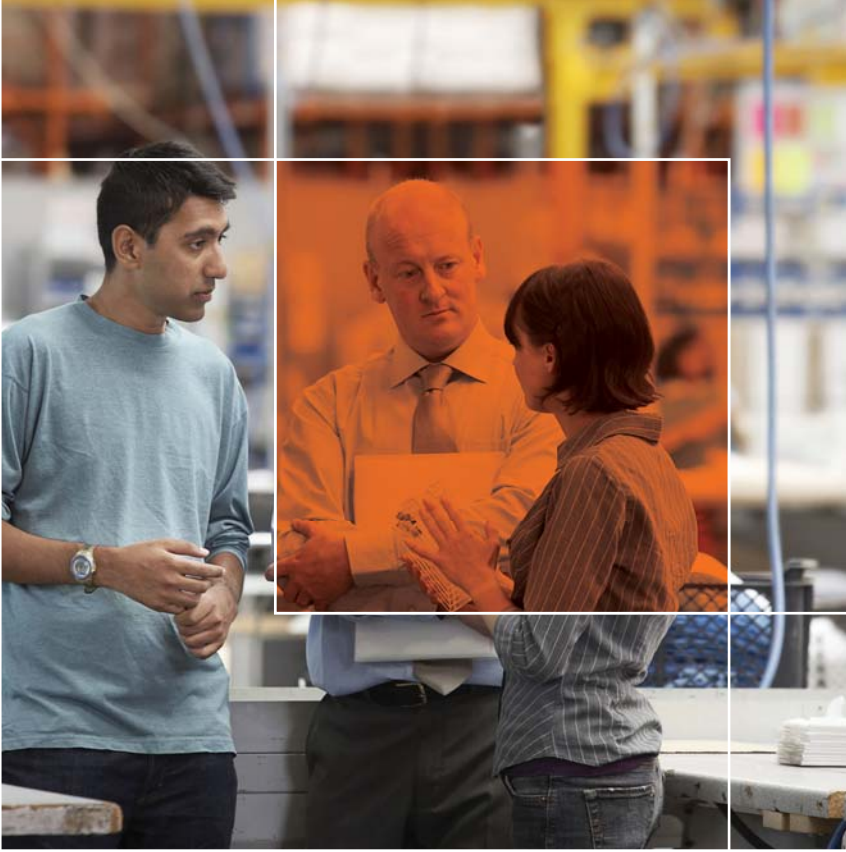


BUSINESS IMPROVEMENT TECHNIQUES (B-IT) LEAN OFFICE



Similar to the B-IT 2 and B-IT 3 programmes, the B-IT Lean Office programme teaches companies the key principles, which are easy to implement enabling change to happen. The only difference – this programme is specifically designed for the office environment, making your office operate more efficiently.

This programme offers flexibility, enabling companies to focus on elements of the course that directly meet their business needs. Designed using the experience of leading Business-Improvement Master Engineers along with major UK employers and office workers, the programme is delivered to meet the business needs of organisations of all sizes.

Suitable for... the entire management and office team, including accounting, engineers, office managers, supervisors and support staff.

Benefits for you, the employer

Employees are at the heart of every business and their performance has a direct impact on the productivity and profitability of your company. It is no coincidence that the highest performing companies in the UK are those that train their employees in the latest business-improvement techniques. The National Skills Academy for Manufacturing (the Skills Academy) have now created the B-IT Office programme, the third edition to an already existing and successful B-IT portfolio.

The B-IT portfolio is a range of B-IT programmes designed to empower employees and employers to improve performance. They do this by looking at the philosophy of Kaizen the PDCA cycle and understanding how value adding activities can affect profitability.



About the course

The Business Improvement Techniques (B-IT) Lean Office Programme will take you from the concepts and principles of Lean Office through to the practical aspects of implementation. You will learn how to dramatically reduce waste and improve customer and employee satisfaction by focusing on upfront business analysis. Through rigorous preparation/delivery, along with in-depth follow-through and quantitative evaluation, genuine bottom-line improvements in Quality, Cost and Delivery (QCD) can be achieved.

How can this course help the business owner?

Running a small or medium sized business you'll know the key role your staff can play in your future. People with the right skills are hard to find and are central to the company's long-term growth. Key staff can strengthen your competitiveness and economic performance by improving their knowledge and skills, helping you both develop and create objectives that will have a positive impact on your business. If your team can identify the seven deadly wastes, they can learn how to eliminate them.

You will also see the following benefits

- Reduced paperwork
- Improved work-flow
- Improved productivity
- Better teamwork
- Reduced staff stress
- Reduced overall operating costs
- Improved customer satisfaction (internal and external) and improved lead-times (waiting times)
- Reduced inventory levels and costs
- Improved quality of service/product
- Engaged workers
- Improved cycle times
- Organized workplace

The Programme

The Skills Academy's B-IT Lean Office programme is inspired by the world's leading manufacturing organisations and is in high demand after the completion and success of our B-IT NVQ Level 2 and B-IT NVQ Level 3 programmes.

The B-IT Lean Office is a two day workshop, with a follow-up assessment in the workplace. This will provide the evidence towards the NVQ qualification, which offers a skill set of over seven different areas.

- Statutory regulations
- Effective team working
- Workplace organisation
- Continuous Improvement Techniques
- Visual management systems
- Problem solving techniques
- Flow process analysis

How are the learners supported afterwards?

Learners are fully supported throughout the programme and will acquire:

- a comprehensive set of continuous improvement tools and techniques
- documentation that will ensure a robust, structured approach to assist in achieving suitable QCD impact



Assured Excellence

The National Skills Academy for Manufacturing (the Skills Academy) is a beacon of security for employers. All providers delivering the Skills Academy's products have successfully completed a thorough validation process, proving their competence to deliver world-class subject knowledge through leading-edge training and techniques tailored to the manufacturing sector. This ensures they deliver the best content in the most powerful and cost-effective way possible, so that programme members receive the best value training to world-class standards.