

Sneak preview of the B-IT Lean Office Programme



June 2010

Introduction

In this document is a short example of the Continuous Improvement Unit for you to have a look at before you start your course.

We hope this helps and gives you a good idea of what you will be covering.



Aims

- To understand the big picture of what Continuous Improvement is
- To understand the Process Model and the Plan, Do, Check, Act cycle
- To learn a simple and structured approach for applying Continuous Improvement within and office in a manufacturing environment.
- To recognise the potential for improvement in the office.
- Take part and enjoy!!



What is Continuous Improvement

“ The constant re-assessment and elimination of waste within every product, process and systems throughout a business.”

Is Continuous Improvement Really Applicable in My Work Area?

Myths about Continuous Improvement:

'It's Just about manufacturing'

- 80% of lead time is typically non-manufacturing
- 70% or more of cost is in the supply chain

'Our company is different, our industry is different, Japanese techniques wont work here'

- Continuous Improvement is practiced all over the world in every conceivable sector. If there's a process, it can be improved

'It's only for automotive and Blue Chip Companies'

- 70% non-automotive, 55% non blue-chip

'It's a toolbox of techniques'

- Yes, but it's more a culture and a philosophy



The Need for Continuous Improvement – Changing Expectations

Customer Expectations

Expectation of Quality and Service

Actual Quality and Service

Our service meets our customer expectations

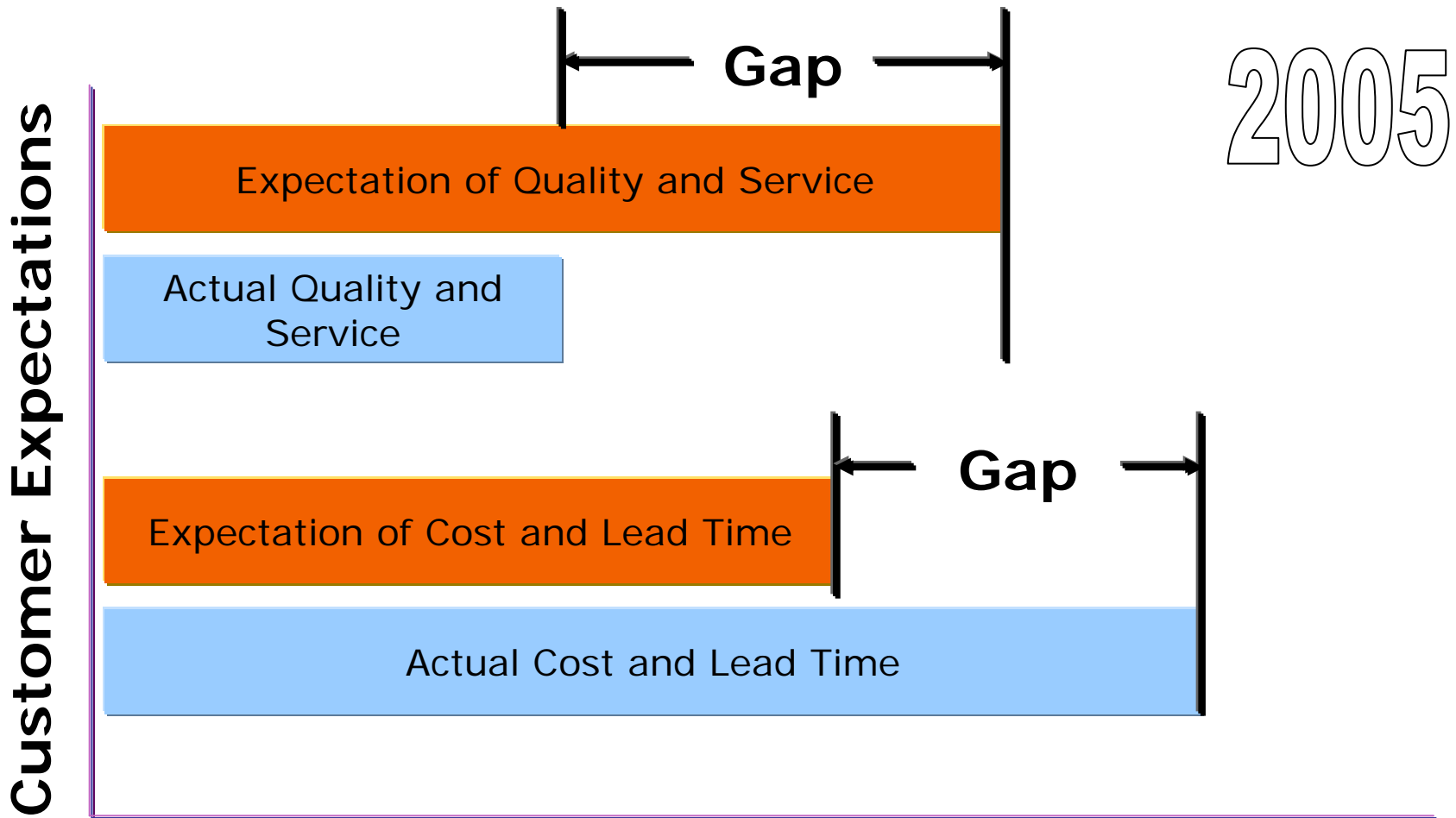
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Expectation of Cost and Lead Time

Actual Cost and Lead Time

Our service meets our customer expectations

The Need for Continuous Improvement – Changing Expectations



The Need for Continuous Improvement – Changing Expectations

2015?

Customer Expectations

Expectation of Quality and Service

Actual Quality and Service

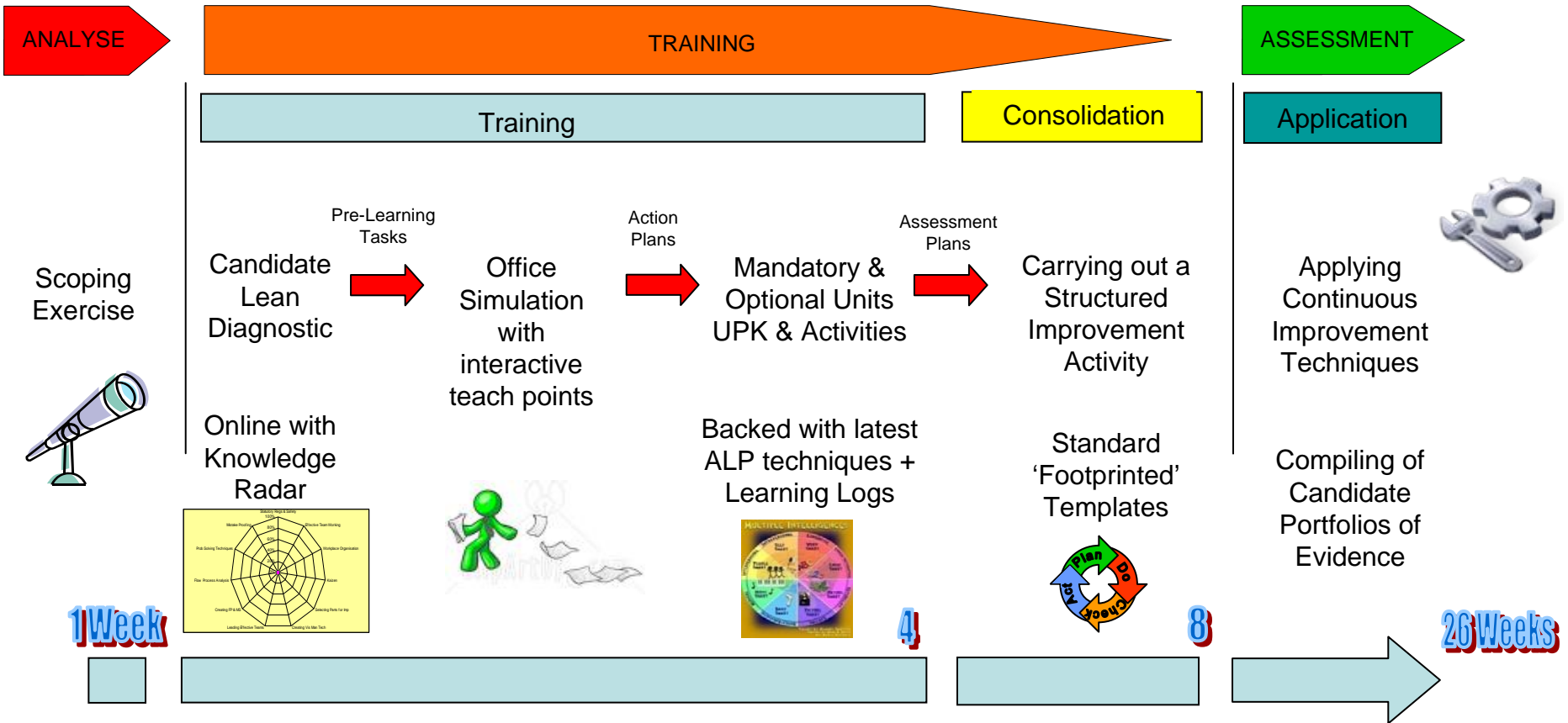
Expectation of Cost
and Lead Time

Actual Cost and
Lead Time

Is this **YOU?**

Is this your **COMPETITOR?**

B-IT Lean Office Time Line



Some questions for you

- What will I do as a result of what I learnt today?
- How will I take this back into my workplace?
- What will I do differently as a result?
- How can I become better than I already am?
- What do I need to know to be even better?
- What books can I read or tapes can I listen to, to accelerate this process more?



Good Luck

We hope this has helped, you have enjoyed your sneak peak and are looking forward to completing your training.

We also wish you the best of luck for your course and for a successful career using your training.

