

# Introduction to Business Improvement Techniques Lean Office

Welcome to Semta's National Skills Academy for Manufacturing (the Skills Academy) Business Improvement Techniques Lean Office Programme. In the context of the manufacturing skills arena the Skills Academy is tiny in size, however it is our intention to do everything possible to amplify our efforts and maximise our impact.

B-IT Office 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.

With this programme you will be able to 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 services/product
- Engaged workers
- Improved cycle time
- And an organized workplace

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 Level 3 Programmes

This programme is a 2 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.

Learners are fully supported throughout the programme and will acquire:

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

We here at the Skills Academy hope these pre-learning pages will help you and wish you good luck for your training.