

Course Overview

Kaizen is an improvement philosophy in which continuous, incremental improvement occurs over a sustained period of time, creating more value and less waste, resulting in increased speed, lower costs and improved quality.

This is a hands-on 3-day course that teaches and equips individuals to define, facilitate and lead Lean IT Kaizen improvement initiatives. The course teaches students how to effectively use the Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) improvement model leveraging the Lean A3 problem identification and planning tool to complete a full improvement cycle.

This certification course provides the knowledge, skills and methodology required to identify, plan and implement incremental service and process improvements focused on improving the efficiency and effectiveness of any process or value stream.

Course Duration

3 days

CPE

19.5

Delivery Format

Virtual Classroom | Group Training

What You'll Learn

The 3-day course is very comprehensive and teaches how to be a highly effective Lean Kaizen Lead. During the course participants will:

- Understand Lean principles related specifically to leading a Kaizen event
- Understand how to apply the Lean A3 tool to support continual improvement
- Gain practical how-to knowledge of how to use of the Six Sigma DMAIC improvement model as a structured improvement methodology
- Learn about improvement scoping and validation
- Learn how to gain voice of customer input and establish critical to quality requirements
- Learn how to apply and use Value Stream Mapping (VSM) techniques to identify process waste and speed improvement opportunities
- Understand how to use root cause analysis techniques to support problem analysis
- Learn how to identify, select and use various improvement options
- Understand how to establish effective controls
- Understand how to establish methods to improve quality and mistake proof future process activities

Who Needs To Attend

Managers tasked with department level process improvements, Business analysts, Project managers, Software developers, Quality assurance managers, IT Consultants, Any roles responsible for quality, efficiency and continual service improvement