Lean Office Overview

Participants will be introduced to the “8 wastes” and the five Lean concepts used to reduce these wastes in a transactional office setting. Participants will practice implementing these concepts to improve the flow of value in an office simulation.

Deliverables:
- Define lean
- Discuss the five lean process concepts
- Describe the 8 wastes
- Identify wastes through a lean office simulation
- See the financial impacts of applying lean
- Experience the difference between value added and non-value added

HEATHER FRAIZER, Ph.D, Training Specialist

• Expertise in manufacturing, office, and healthcare process improvement with an emphasis on leadership skills and lean principles.
• Master’s degree and Ph.D in political science at the University of Colorado, Boulder
• Lean Healthcare Certification, University of Michigan
• Lean Champion Certification, Northwestern Michigan College
• Certified DiSC Behavior Trainer

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