

**LEAN/SIX SIGMA SERIES 6σ**

**Lean Office Event**

**ALAMANCE COMMUNITY COLLEGE**

**Lean Office Event**

LEAN OFFICE EVENT training introduces the lean principles as they apply in non-manufacturing settings. The Event demonstrates how the tools and lean thinking concepts can positively impact the office/services work flow process and can apply to a variety of office, service and healthcare industry applications. The Lean principles and practices are taught for immediate implementation in the workplace.

**Topics Covered**

* Lean basics and how lean office differs from manufacturing
* Lean thinking principles such as value, value stream, flow, pull and perfection
* Value stream mapping as a way to plan your improvements
* How to get started

**Course Objectives**

* Implement the Lean office principles to improve overall business operations
* Understand how lean applications can be challenging and rewarding in the office environment
* Understand the basic concepts of lean manufacturing
* Identify the eight wastes and define non-value added work
* Understand how to begin applying Lean Office at their workplace
* Experience lean improvements through hands on simulations
* Review case studies of lean improvements from various service industries
* Learn how to use Value Stream Mapping to map the current and future state for an effective administrative process

**Who Should Apply**

Employers or employees interested in developing an understanding of the lean principles and methodologies as applied to the non-manufacturing process. Training offers Lean office examples from a variety of service industries, including IT, government, healthcare, retail, banking and customer service.

***Prerequisite: None*  Cost $73**

***For additional information, contact:***

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