

An Approach For Lean Training In Service Sectors

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Abstract

Lean thinking is a way of continuous process improvement with a focus on eliminating waste in a system and creating value for the customer. Though lean started in manufacturing, over the past decade it has proliferated into other sectors such as education, government and healthcare. Challenges exist in applying lean principles in business processes of these service sectors as their processes moves further away from recognizable products and production processes.

This paper covers a method to approach lean training in the service sectors. Identifying steps in the service sector business processes can get complex as these processes become less defined and are often spread across multiple functional units. Therefore the traditional approach to training lean in manufacturing sectors has to be modified when educating the service sector workforce. Although the environment certainly changes as lean moves beyond manufacturing and production, the tools remain the same. Some of these tools however can become more relevant and can be of more use than others. This paper covers, but not limited to, the above mentioned issues and discussion of one way to optimize lean tools and training for service sectors. The readers can gain knowledge in the topics of lean, its relevance in improving operational efficiencies in service sectors, how differently associates in those sectors may be trained compared to traditional manufacturing lean training. Major points covered in this paper includes: 1. Lean History & Deming's PDCA. 2. Why Lean?- The need for it in the service sector. 3. Lean tools- A3 and value stream mapping. 4. Lean in service sectors? What is the difference? 5. Improving lean training for service sectors. 6. Conclusion.

Biographies

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