

# Lean Sigma and Kaizen – For Project and IT Service Management

**ID LSK** Price 950.— €(excl. VAT) Duration 1 day

## Who should attend

Employees working in a startup, on projects, or on an IT service desk.

## Prerequisites

None

## Course Objectives

You will have a basic understanding of how Lean Six Sigma and Kaizen works and how to apply it when working on a project or in an IT Service Desk.

## Course Content

- What is Six Sigma
- Define, Measure, Analyze, Improve, Control Loop
- Define, Measure, Analyze, Design, Verify Loop
- What is Lean
- Added value for the customer, avoidance of waste, continuous improvement, reduction of cycle time
- Value, non-value und waste
- Waste forms
  - Transportation
  - Inventory
  - Motion
  - Waiting
  - Overproduction
  - Overprocessing
  - Defects
  - Skills
- JIT, 5S and Kanban
- What is Kaizen
  - Kaizen history
  - Main features of Kaizen
  - Kaizen pillars
  - Principles of Kaizen
  - Kaizen cycle of continuous improvement
- Apply Lean Six Sigma and Kaizen in startups, projects and at the IT service desk

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## Training Centres worldwide



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