Lean Sigma and Kaizen – For Project and IT Service Management

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

Who should attend

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

Prerequisites

None

Course Objectives

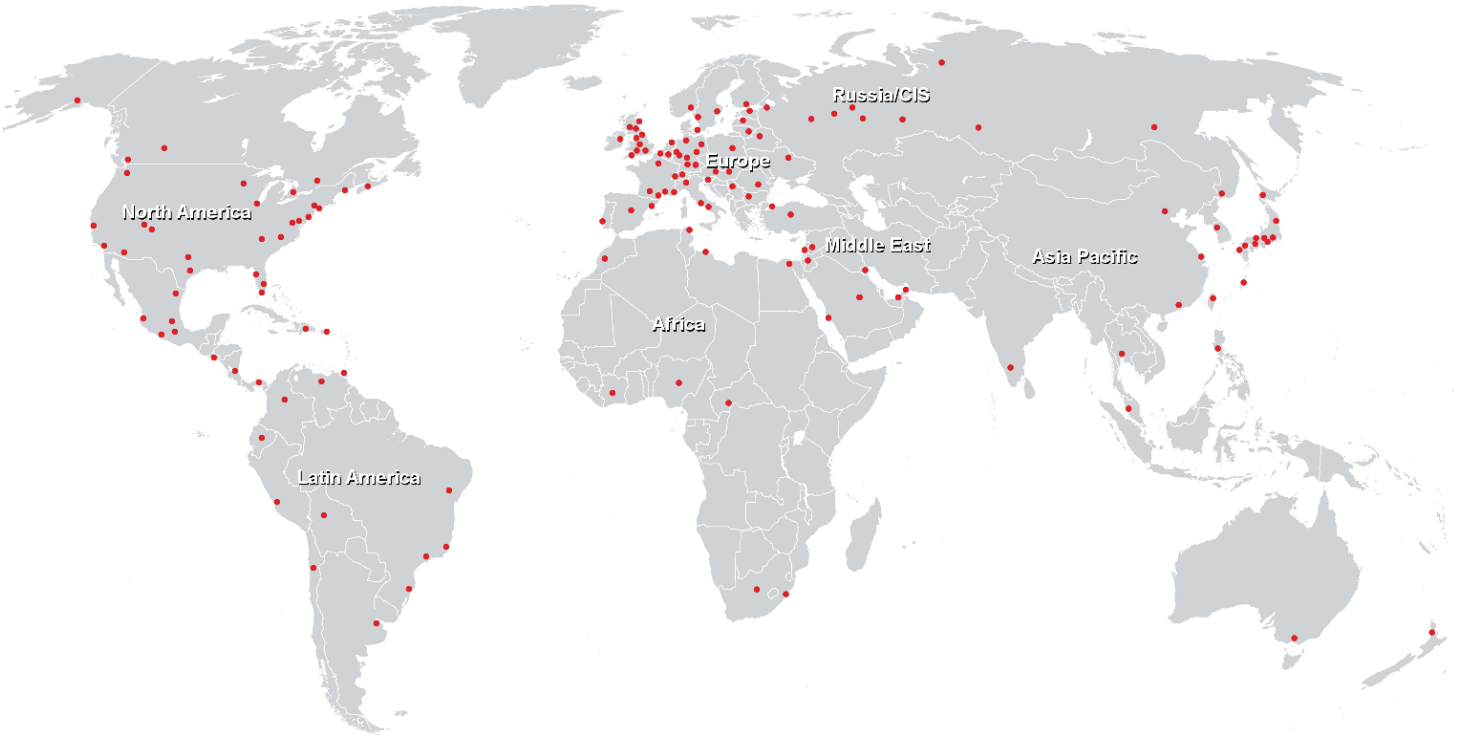
You will have a basic understanding of how Lean Six Sigma and Kaizen works and how to apply it when working on a project or in an IT Service Desk.

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

Lean Sigma and Kaizen – For Project and IT Service Management (LSK)

Training Centres worldwide





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