

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

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

Training Centres worldwide



Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, <https://www.flane.ch>