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

**ID LSK** **Prix 950,- € (Hors Taxe)** **Durée 1 jour**

## A qui s'adresse cette formation

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

## Pré-requis

None

## Objectifs

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.

## Contenu

- 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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## Centres de formation dans le monde entier



## Fast Lane Institute for Knowledge Transfer (Switzerland) AG

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

[info@flane.ch](mailto:info@flane.ch), <https://www.flane.ch>