

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



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