

Lean BASICS: Lean Healthcare White Belt

2012 Certification Series

Baseline

Assess

Solve

Implement

Check

Sustain

Taking over where single-day or week-long training leaves off, completion of this Lean Healthcare White Belt certification program means you will be able to:

- Understand and mentor others in the application of key Lean concepts;
- Champion Lean initiatives at your organization;
- Lead teams to complete cell-level Lean implementation;
- Create plans to realize your organization's full Lean improvement potential.

The opportunity for real change at your organization is only realized when you develop Lean champions who not only understand the tools but can also mentor others in their use and who can effectively plan and lead Lean initiatives. Don't miss this important opportunity for developing the Lean champions your company needs to realize real improvements!

Instructor:

Jim Myers, Lean Sensei and CITEC's Lean Training Expert, will be the lead facilitator for this program with support and mentoring provided by CITEC's Lean Team (Lean Green Belts, Lean White Belts and Growth Coaches).

To enable them to independently conduct Lean training and application with their own companies, Lean Healthcare White Belt candidates will receive: Complete Train-the-Trainer Manual for all of the programs covered; and, copy of all training CDs and videos.

Program Schedule / Topics:

Using our proven Learn-Teach-Implement method, participants attend 11 full-day workshops to learn about key Lean topics. Required homework is assigned for completion between sessions that includes sharing information learned with a small group of coworkers; and, implementing the techniques.

This format both helps the attendee fully understand the concepts but also creates an atmosphere of knowledge sharing with coworkers. Our coaches and your managers help to make sure the attendees complete the assignments and realize impacts for your organization.

Session 1 - BASELINE THE PROCESS (Part 1)

Topics Covered Include: VOC Voice of the Customer, Team Charter, Customer Demand / Takt Time, Easy To Do Business With (ETDBW)

Session 2 - BASELINE THE PROCESS (Part 2)

Topics Covered Include: Current State Value Stream Mapping, SIPOC Diagramming, Baseline Metrics, Communications Plan, Kaizen Training

Session 3 - ASSESS/ANALYZE THE PROCESS (Part 1)

Topics Covered Include: 5S Assessment, Visual Controls Assessment, Standard Work Assessment, SMED/Quick Changeover Assessment, Leadership Assessment, Job Breakdown Analysis

Session 4 - ASSESS/ANALYZE THE PROCESS (Part 2)

Topics Covered Include: Product/Process Flow Analysis (Day In The Life of a Patient), Stakeholder Analysis, Team Assessment (Form, Storm, Norm, Perform), Problem Analysis (KT), FMEA (Failure Modes Effects Analysis)

Session 5 - SUGGEST SOLUTIONS (Part 1)

Topics Covered Include: Future State Value Stream Map, Lean Vision, Job Instruction Training, 5S (Sort, Set-In-Order, Shine), Optimize Layouts, Work Station Design

Session 6 - SUGGEST SOLUTIONS (Part 2)

Topics Covered Include: Decision Analysis (KT), Heijunka & Load Leveling, Lean Implementation Plan, Kanbans & Supermarkets, Kaizen Plan

Session 7 - IMPLEMENT PROCESS SOLUTIONS (Part 1)

Topics Covered Include: Zero Defect Quality (Mistake Proof & Fail Safe the Process), Visual Controls, SMED/Quick Changeover, Kaizens (Macro, Major, Minor, Mini)

Session 8 - IMPLEMENT PROCESS SOLUTIONS (Part 2)

Topics Covered Include: One-Piece Flow Cells, Cell Teams, Job Instruction Breakdowns, MFWTTs (Multi-Function Worker Training Timetables), Team Performance Matrix

Session 9 - CHECK THE PROCESS (Part 1)

Topics Covered Include: Lean Audits (5S, Visual Controls, Standard Work, Quick Changeover), Team Audits, Job Instruction Audits, Total Productive Maintenance Checklists

Session 10 - CHECK THE PROCESS (Part 2)

Topics Covered Include: Sustainability Boards (Obeya), Lean Accounting, Lean Metrics, A3 Problem Solving Reports, EEE Boards, Gemba Walks

Session 11: SUSTAIN THE PROCESS GAINS

Topics Covered Include: TWI Job Methods Proposal System, Standard Work, PDCA Cycle Suggestion System, Hoshin Plan, DMAIC 6-Sigma, 7 Quality Tools, Deming 14 Points, Coach Roles & Responsibilities, Performance Management

Training Costs:

To receive training in the core topics CITEC covers during our 11-session series, the per person cost would exceed \$25,000 per person ... not including travel & expenses.

CITEC is pleased to present this in-depth program -- covering all Lean topics over 11 sessions in a Train-the-Trainer format -- right here for companies of the North Country for:

\$2995/person OR
\$2870/person when you send two or more participants

Pricing includes: workbook binders with content material for all topics provided in a TTT format, videos on CDs, meals/refreshments, recognition awards (framed certificate and martial arts white belt) and ceremony.

In addition, when you **send a minimum of five attendees** to the 2012 Lean Healthcare White Belt certification program, CITEC will provide a complimentary Major Kaizen at your facility in collaboration with your trainees to help them connect the lessons of the classroom with improvement opportunities and to allow your organization to realize an immediate ROI that exceeds your training costs.

Additional Expenses:

Our instructor strongly suggests acquiring Lean books for your company's library and use by LHWB participants. For a list of recommended reading, contact us.

Registration:

Simply provide the name(s), title(s) and contact information (including email, phone with extension) to Lean Training Project Manager Tricia Wilson as soon as possible; but, at least 2 weeks in advance of the series start date. A confirmation / welcome letter will be sent to attendees which will provide complete details, expectations and training schedule.