

Lean IT Kaizen



CATEGORY
Lean Management



LEVEL
Advanced



DURATION
3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

Any manager or specialist working in an IT organization can benefit from the insights provided by the course.

PREREQUISITES

Lean IT Foundation certificate is required.

EXAM INFO

- 90 minutes duration
- 40 multiple-choice questions
- 26/40 required to pass
- Closed book

CERTIFICATE

Lean IT Kaizen

EXAM BODY

APMG

COURSE DESCRIPTION

It is crucial for IT organizations to be proficient in continuous improvement for Lean to succeed within them. In the Lean IT Foundation course, we introduced the fundamentals of Kaizen, which is the philosophy of continuous improvement, and the DMAIC problem-solving method.

To further advance participants' skills in continuous improvement and become a Lean IT Kaizen, we offer specialized Lean IT Kaizen training. As a Lean IT Kaizen, participants will be responsible for driving improvement initiatives based on Lean principles throughout the organization, regardless of participants' position or department. This training will equip participants with the knowledge and skills required to excel in this role and drive continuous improvement within their organization.

COURSE APPROACH

The Lean IT Kaizen has a duration of three days. We will take an in-depth look at the key aspects of organizing and running a Kaizen event. We will also investigate the DMAIC problem-solving method in substantially more detail than we did in the Foundation training. On top of this, we will use the A3 method to record and communicate the findings of our Kaizen event. This course is aimed at acquiring knowledge and practicing this knowledge so that participants can confidently lead a Kaizen event.

COURSE AND LEARNING OBJECTIVES

After completing this course, participants will know the most important concepts regarding Kaizen and able to:

- Organize a Kaizen
- Lead a Kaizen
- Teach others the DMAIC model
- Identify and define problems
- Create a data collection plan
- Analyze the root cause of problems
- Understand and apply different improvement methods
- Make a control plan
- Ensure the sustainability of improvements

Lean IT Kaizen



EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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COURSE STUDENT MATERIAL

Participants will receive a Lean IT Kaizen classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

CONCEPTS COVERED

1. Introduction of Kaizen

- Introduction and Kaizen concepts
- Kaizen, Kakushin and Kaikaku
- The DMAIC model
- Kaizen mindset

2. Organizing Kaizen

- Kaizen team roles
- Improvement initiatives
- Plan and prepare a kaizen event
- Gain support
- Select the team

3. A3 Method

- Goals of the A3 Method
- Difference between Summarizing, Analyzing and Synthesizing
- Structure communication according to the Pyramid principle
- Summarize information into the A3 format

4. Define

- Selecting a Problem and identifying owner
- Problem statement
- Scope of the problem
- Collect VoC information
- High-level kaizen plan

5. Measure

- The three generic types of units of work

- Measure and Validate Value Stream Map
- Data collection plan
- Qualitative and Quantitative Measurement systems
- Baseline and a Benchmark
- Quick Wins

6. Analyze

- Seven basic tools of Quality
- 5 whys
- Cause & Effects matrix
- Failure Mode Effects Analysis (FMEA)

7. Improve

- How to identify improvement options
- Idea generation techniques
- Solution prioritization techniques
- How to test a solution
- Best and good practice solutions within IT

8. Control

- How to ensure the sustainability of the improvement
- Measurement of improvement
- Control plan
- Types of documentation
- Communication to stakeholders

