

10-DAY CERTIFIED MASTER LEAN BELT PROGRAMME FOR THE PUBLIC SECTOR OUTLINE TRAINING PROGRAMME

	Day 1	Day 2	Day 3
Module 1	<p>Introduction to Programme and to Process Management. Principles of Lean and Lean Implementation. Special Features in the Public Sector. Public Sector applications. Process Flow. Process Risk Analysis. Claim Authorisation Process Exercise.</p>	<p>Managing the Lean Change Process in Public Sector organisations. Introduction to Lean Project Planning and Management. Delegate Project Outlines & Preparation for Module 2. Introduction to Group Process Simulation Exercise.</p>	<p>Group Process Simulation Exercise to identify limitations in traditional processing and lean optimisation opportunities in Public Sector processes.</p>
	Day 4	Day 5	Day 6
Module 2	<p>Public Sector Customer Requirements. Identification of Bottlenecks and Prohibitors to Process Flow. Bottleneck Management. Project Reviews. Preparation for Module 3.</p>	<p>Performance and Process Measurement. Visual Management. Poka Yoke Mistake Proofing. Understanding and Dealing with Resistance. Theory of Constraints. Process, Policy and Paradigm Constraints in Public Sector applications.</p>	<p>The Process Design/Specification Process.</p>
	Day 7	Day 8	Day 9
Module 3	<p>Burning in the Gains. Tools and Techniques to Sustain Public Sector Improvement. Project Reviews. Preparation for Module 4.</p>	<p>Organisational Development. Managing Lean Public Sector Projects and Teams Leadership and Role Model Behaviours for Master Lean Belts. Implementation.</p>	<p>Root Cause Analysis. Relationships to Six Sigma, Quality Management Systems Models and Supply Chain Development Models. Maintaining Ongoing Process Integrity.</p>
	Day 10		
Module 4	<p>Review, Presentation and Assessment of Individual Projects</p>		