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Lean is not just a concept but a business system which can transform subjective service activities to objective and measurable to ensure that customer gets right solutions to meet their needs at the same time service provider improves its top and bottom line. The focus of lean is on detection and elimination of non-value added activities in every process. In fact, the cost of non-value added activities are much higher in services than in manufacturing. Lean can work wonders on your services business – from delivery services to professional services or call centers. Improving service processes translates to more key resources available to you when you need them – increasing your service capacity and effectiveness. There are always opportunities to make your business processes work better – to deliver your service to the customer faster and more reliably. Today's customer is "money-rich" but "time-poor", looking for quick response to their demands. All kinds of service organizations need to redesign their processes right from the very first customer contact to service delivery to ensure that he/she is fully satisfied. Lean techniques develop new ways to integrate the entire process-chain in to a "value stream" which works like a "service machine" to make your customers happier by getting quicker, faster and better services to meet their needs just in time. More and more service companies in business of hospitality, healthcare, finance, banking, education, airlines, transport, logistics, marketing, technical consulting, customer service, security, repair and maintenance, HRD, Administration etc. are starting to unleash the power of Lean to transform their service management processes to deliver maximum customer value at competitive price with good ROI. Lean journey begins with transformation of mindset of senior managers and front line personnel to trigger "Lean Thinking". This three-day Lean workshop is especially designed to provide comprehensive understanding of lean concepts, tools and techniques to the people who are involved in service design, delivery and supporting functions to trigger lean thinking. Service characteristics in most of the cases are quite subjective and service creation and delivery processes are invisible or not well defined which causes generation of lot of non-value added activities. Two highly powerful Lean tools: Value Stream Mapping and Problem Solving- A3 way can detect and eliminate imperfections in the service value stream. Course is designed in three parts; the first part deals with description of service quality from lean perspective, concept of value and waste, Principles of Lean Consumption, lean thinking and overall methodology. Second part covers the various lean service tools: value stream mapping, kaizen, problem solving, A3 thinking and other tools. Third part focuses on how to put the lean principles in practice; step-by step guidelines for implementation. There will be several case studies and group exercises to develop implementation skill, which is the most important deliverable of training program. At the end of workshop there will be a written test to assess learning of participants. The professionals involved in marketing, design and delivery of various kinds of services, covering various service sectors such as finance, insurance, health care, hospitality, travel, tourism, technical service, consulting and training, education, logistics, transport, logistics etc. Divisional & Functional heads of service organizations. Service Quality Professionals & Change Agents. Consultants & Academicians. Objectives of the course are to provide clear understanding of: Lean approach to specify service from customer's point of view Value stream mapping of service process and identification of waste Lean metrics to measure service quality and process performance How to apply Lean tools to improve service quality and service process? How to get started and lead Lean initiative in the company? Concept explanation through class room presentation Case studies & examples presentation Audiovisual presentation Skill development through exercises & coaching Interactive group discussions Test of Learning through assessment and examination Day 1 Outline: Lean Service concepts Introduction What's Lean Management? Evolution of Lean Concept of Value & Waste Exercises Principles of Lean Consumption Principles of Lean Thinking Taste of Lean- Simulation Exercise Examples and case studies Day 2 Outline: Lean Tools & Techniques Lean Tools Value Stream Mapping Kaizen 7QC Tools JIT & Kanban Five S Quick Changeover Standard work Lean Office Case studies and exercises Day 3 Outline: How to implement Lean Service? Lean Transformation How to implement Lean? Case study Exercises Implementation Steps People Transformation Leadership & Culture Examination Valedictory Achieve Operational Excellence in your organization with Netspective's Lean Six Sigma consulting, training, and implementation services. It focuses on eliminating waste from core operational processes thereby building high quality business processes and increasing efficiency, quality, operational speed and customer satisfaction. We believe in understanding your current organizational processes before providing you a solution. Our team will work with your staff to streamline processes, improve productivity of your staff, increase your ROI and address your organization's strategic priorities. Netspective Lean Six Sigma OE Package Identification, Assessment and Training Understand and learn about the organization. Help establish operational excellence definitions that are comprehensible at all levels of the organization. Conduct tactical interviews with team leads and stakeholders to know the current goals. Identify areas of improvement and assess the potential changes needed to the existing processes with a detailed analysis of the impact of the changes to the business. Provide strategies to incorporate process improvements into the current organizational processes. Provide workshops, seminars and webinars to aid with your team's orientation of lean six sigma. Planning and Implementation Plan in detail and generate tangible outputs of planning by creating baselines in the project portfolio management, integration management, communications management and assessment plans. Frequent meetings with team to implement changes and gather feedback. Collaborate with the team in making informed decisions. Define clear and explicit, visual product or information workflows that can easily be read by anyone in the organization. Define workflows to handle scenarios when processes are seen to deviate from established baselines. Define and establish mitigation strategies for risks and off-course processes. Process Improvement Quickly spot deviations from standard baselines and make course corrections based on deviations from the baseline. Identify corrective actions and implement preventive actions. Take timely feedbacks from clients and the team personnel to improve the project deployment model. Publish lessons learnt, retrospectives and achievements. Strategy refinement based on historical information, lessons learnt and retrospectives. Technology, consulting, and solutions focused on firms impacted by FDA, ONC, NIST or other safety, privacy, and security regulations. Top Healthcare IT Consulting & Medical Technology Solutions - Netspective.com © 1997- 2022 Netspective Communications LLC. All Rights Reserved. The story of 6 sigma begins in 1980's when Motorola developed it as a set of tools and techniques for process improvement. It came in time light in 1995 when Jack Welch successfully used it at General Electric. To understand how 6 Sigma tools can help your organization, let's consider an example of a firm that is facing challenges with customer services. For the past few months you are observing that your Churn ratio is increasing, and you need to figure out the exact cause which will then help you take corrective actions to get back on track. So what do you need to do? Here is what Six Sigma suggests, a methodology that can save you. To resolve any issue your firm is facing, one must take these 5 steps: 1- Define the Problem: The first step is to clearly define the problem statement. Clearer the statement easier it would be to help you resolve it. To help you define a problem clearly, 6 Sigma offers tools like: Voice of Customer (VoC) Tree diagram Include/exclude Problem statement in our scenario could be something like "Customers churn ratio in product ABC category increased from 1% to 3% in the last three months." 2- Measure Current Data: Since we have clearly defined the problem, now it's time to understand where we exactly stand in terms of problem severity. To rescue us during this phase, we have: Fish-bone diagram Voice of Customer (VoC) Brainstorming With the help of above mentioned tools we evaluate how severe is the current churn issue. We will get to know the exact figures; hence enabling us to plan the next step accordingly. 3- Analyzing Current Issues: We now know the severity of churn in terms of numbers; so we start focusing on understanding the root cause of it. Finding the root cause of a problem requires both in and out of box thinking; therefore it's important to be prepared mentally to have an open mind and heart. Tools that could help us in finding the root cause: Brainstorming Fish-bone Diagram Benchmarking The point to remember while using these tools is that many a times we come across root causes that are beyond our control (financial or policy restrictions etc.) and we are forced to not touch them. However, if we brainstorm on them, we will realize that these limitations could be either of the three: Some are Control able (mark them Cs) Few could be experimented with (mark them Xs) Some are Noise, or uncontrollable (mark them Ns) Now we need to start with Cs first, and most of questions will be answered. Then we should focus our energies on Xs, these are the ones we can experiment with in order to reach an answer (Open mind & heart is prerequisite). Focus on Cs and Xs, and we have the root causes of increased churn. 4- Improving the Service/Product/Process: Now that we know what is causing increased churn, we are ready to address them in order to resolve the issue. We start with improving Cs and move towards Xs of Product/Service/Process, while continuously evaluating how each potential solution is bringing results. One of the challenges that need to be addressed during this is the ability to implement solutions that will not just help improve Product & Services, but will also be sustainable. Tools that could be used during this phase: FMEA (Failure Modes & Effects Analysis) Pareto Analysis Anti-Solution With the help of above mentioned tools we will be able to improve on churn; implementing the most effective solutions that will respond to high churn. 5- Controlling the Improved Service/Product/Process: Since we have improved on our services/products/processes, it's time to make sure that the improvements keep on working all the time without any errors. In other words, we have to make sure that the reasons that caused high churn initially don't come up again. This could be done by using tools like: Poka-Yoke Control charts Process maps If you have a Customer Service issue at hand, use 6 Sigma DMAIC Model to help you improve service, reduce churn and have loyal customers that are your raving fans :)

