

# Continuous Improvement and Lean

Regardless of geography or industry, organisations worldwide are looking to identify and eliminate those ‘wasteful’ activities which would otherwise divert their time and resources from more valuable, useful work. This process lies at the heart of continuous improvement. Over the years, several schools of thought have emerged which define the fundamental principles of continuous improvement. One popular example is lean; a concept first deployed by Japanese manufacturers to make production processes smoother and more cost-efficient. Whether it’s called lean, Six Sigma, re-engineering or process improvement, much of the thinking, the tools and the approaches remain the same. They all now feature in most organisations’ quest for continuous improvement.

## Description

This topic provides you with a detailed insight into continuous improvement techniques. It will demonstrate how a collaborative team effort to systematically remove waste can lead to improved performance, making this topic ideal for senior customer-facing staff and managers.

During the learning activities, you’ll see how the core principles can be applied to customer processes to eliminate eight different kinds of waste – time, inventory, motion, waiting, over-production, over-processing, defects and skills.

## What does it involve?

This topic, aimed at senior customer-facing staff and managers, is delivered in a 2 day workshop. It provides a comprehensive overview of continuous improvement principles and their application in a customer service environment. It highlights how, more often than not, failing to meet customer expectations is related to deficiencies in systems and processes, rather than people.

This practical workshop will allow you to participate as a team member on a process improvement project. After the workshop, there will also be a short assignment, encouraging you to apply the techniques you have learned back in the workplace.

## What’s the outcome?

Completing this topic will leave you with a basic understanding of the methodology, thinking and tools used within continuous improvement. Equipped with a number of continuous improvement techniques, you will be able to review your team’s performance. You’ll be able to address specific aspects of their work and make small changes to day-to-day work processes if required.

You will also be able to articulate and promote the business case for lean and the other individual schools of thought, highlighting the important role they can play in the pursuit of continuous improvement.

## Learning activities



### Delivery method:



### Estimated learning time:

2 days

## How to book

[bookings.governmentcampus.co.uk](https://bookings.governmentcampus.co.uk)

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