

PRE CONFERENCE TUTORIALS

LEAN FRAMEWORK APPLIED FOR SERVICES

Abstract

Lean methodology has become a time tested one with the results showing positive impact on organizations' bottomline. The adapting has been more in the manufacturing industries when compared to services. This session would explain Lean methodology with stress on Value Stream Mapping (VSM). VSM is a powerful tool of Lean Methodology. VSM tool has been successfully used by many manufacturing companies to understand their current processes, to identify wastes in the system, and to design efficient future processes. This tutorial shows how to apply the same powerful VSM tool to make fundamental change in business processes such as administrative, professional, and transactional activities.

The participants will learn how to identify a business process, how to see the entire value stream, how to map the value stream to identify and eliminate waste, and how to redesign the value stream for reduced cost and improved service and quality. There will be ample hands on exercises to understand the application of VSM to business processes. By implementing the lessons learned, the participant will be able to:

- Create lean metrics to understand the performance of value streams.
- Identify and eliminate waste throughout the enterprise
- Dramatically improve the quality
- Improve customer response and service

Course Outline:

- Lean – Background and concepts
- Lean thinking for business processes
- Drawing a current-state map
- Identifying wastes/issues in the current state map
- Applying lean thinking to develop a future-state map
- Implementing a future-state value stream

Who Should Attend:

CEOs, senior managers, managers, engineers, executives and supervisors of any industry with business process value streams, including business functions like marketing, sales, order entry, engineering, purchasing, human resources, scheduling, accounting, quality assurance and control.

Speaker

'Raja' Rajamanickam

Raja has more than 20 years experience in all facets of Quality Management and Process Improvement. He is an international process improvement consultant, who helps clients in the countries like India, USA, Japan, China, Taiwan, Brazil, Australia, Malaysia, Vietnam, etc.

Raja also carries the following credentials:

- Visiting faculty in many business schools including Great Lakes Institute of Management.
- Lean Six Sigma Corporate Champion
- Certified Scrum Master
- Certified CMMI Lead Appraiser, and a passionate trainer.

His earlier jobs include Vice President of Corporate Quality at HCL Technologies and Manager, Quality at Oracle India. Raja holds ME (Industrial Engineering) from PSG College of Technology and Exec. MBA from Great Lakes Institute of Management.

Date - 21 Jan 2010 (Thursday)

Venue

Hall of GUINES- 68
Department of Manufacturing Engineering
Anna University – CHENNAI
College of Engineering Guindy Campus

For any help/queries : **Major Chandrasekaran**, SPIN Treasurer - Mobile : **9841014969**

Agenda

09:30 - 10:00 Registration
10:00 - 13:00 Lean VSM Session
13:00 - 14:00 Lunch
14:00 - 16:00 Lean VSM Session (contd.)
15:45 - 16:30 Open house
16:30 - 17:00 Wrap-up

Cost

Fee INR 1000

To become a member of SPIN Chennai, download the Registration Form from [SPIN Chennai website](#). The same may be filled in and hand over to SPIN representative with the requisite payment at the venue.

Registration

We look forward to your participation in this event and make use of it to the maximum

For any help/queries on registration :

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