



alpenpathsolutions.com

Lean Process Improvement Workshops, Lean Deployment & Training Workshops Consult our Lean training and Certificate flyer for details on 1-day training services

While studying for my MSc in Organisational Development, I discovered Lean and realised that *Lean is what Government needs to increase morale, increase innovation, increase efficiency and increase capacity*. Lean helps engage staff and management to focus on common goals: deliver only VALUE to clients using collaborative science, a rigorous, proven and empirical approach!

France Bergeron (BTh, MSc)

Lean. Harness science to improve work, every day.

Why Lean Thinking? Stop starting, start finishing and DELIVER!

- Lean thinking increases **CAPACITY, ENGAGEMENT and ALIGNMENT** to deliver
- Lean thinking helps you **SEE** the *flow* of work
- Lean thinking helps you strive to *flow* only **VALUE** to clients (and taxpayers) every day
- Lean thinking reduces complexity and helps you **MANAGE** and **OPTIMISE** the *flow* of work
- Lean thinking helps you learn to **SEE** problems, and to rigorously **SOLVE PROBLEMS** every day
- Lean thinking means colleagues and clients **COLLABORATE & INNOVATE** to solve problems
- Lean thinking, as *empirical* collaborative science, is your **ONLY** change management approach

Where to start? Develop people.

- Common goals, practices and language. Staff and management learn and practice Lean thinking to see work, measure work and improve work every day. Work=improvement.
- Leadership. Lean leaders own improvement and coach where work is performed.

What are lessons learned worldwide? Integrate Lean in daily work!

- Management cannot delegate improvement. Lean leadership with extreme ownership of a Lean transformation are key to sustainability.
- So-called 'belt' systems (white to black) maintain command-and-control and are not compatible with Lean as collaborative science. In a Lean organisation, everyone is considered as an equal.
- Costly armies of so-called 'belt experts' in distinct continuous improvement or Lean units can become an end in themselves and do not contribute to flowing only value to citizens.
- Mapping workshops are only a small component of Lean. Think Lean, solve problems daily!

Our services & low prices – value for you & taxpayers!



Lean Process Improvement (Mapping)

3.5-day Lean process improvement workshop with mapping

Lean is about developing people to solve problems every day. Mapping a process is a tool used in Lean to help a team see the flow of a process in order to make it better. The approach we propose involves training and developing people and facilitating a process improvement workshop using mapping, with your team, to improve a process.

Overview of the 3.5-day Lean Process Improvement Workshop

Day 1: Lean Training:

Introduction to Lean for Government. This 1-day training workshop provides an overview of Lean, a collaborative scientific approach for continuous improvement, as it applies to government. Through engaging simulations participants learn about and experience the Lean values, the four scientific components of Lean as the science of work and some improvement tools. This workshop is offered in your workplace, for a group of up to 14 people, and is mandatory for the 6-8 participants in the process improvement workshop. Participants receive a free copy of *Lean: Manage work as a flow system* (2017) by France Bergeron and Joanne Gaudet, “a great introduction to lean” according to Daniel T. Jones (world-renowned Lean thinker and co-author of the world’s first books on Lean).

Days 2, 3 and morning of day 4:

Process improvement workshop. We facilitate a 2.5-day Lean process improvement workshop with a team of 6-8 participants working in a process. The 6-8 participants must have attended the ‘Introduction to Lean for Government’ 1-day training offered by Alpen Path Solutions Inc. Ahead of the workshop, we engage the management team during a 1h meeting to provide strategic direction and scope on the process to be improved. Management must also engage to launch the workshop and be present for the report out presentation by the team on the morning of the last day of the workshop. Our approach requires commitment and ownership from management and participation of employees with rules of engagement. Maximum number of participants: 8.

Cost: \$9,857.50 (+HST). Contact us for details: 613.680.2953 or info@alpenpathsolutions.com

Lean Deployment – embed Lean in your unit / organisation

2-day Lean strategic workshop for management

We guide management teams to develop a strategic understanding of what the organisation offers (value streams), identify and prioritise areas for continuous improvement and visualise work.

Cost: \$5,722.50 (+HST). Contact us at 613.680.2953 or info@alpenpathsolutions.com

Embed collaborative science throughout your unit/organisation to deliver only **VALUE** to clients.

Cost varies and includes management training, strategic planning and staff training. Excludes **waste** on so-called ‘belts’. Contact 613.680.2953 or info@alpenpathsolutions.com

Lean Experiential Workshops and Training

Visit our website www.alpenpathsolutions.com, call us 613.680.2953 or email: info@alpenpathsolutions.com

1-day Lean workshops – Choice of 7 workshops offered at the Chateau Laurier or in-your-workplace. Can lead to a Certificate in Lean for the Public Sector or an Advanced Certificate in Lean for the Public Sector. Choose from: Introduction to Lean for Government (prerequisite), Lean is Science: Problem Solving, Lean Project Champion, iLean: Visual Management and Flow Experience, Gemba: The Power of Observation and Lean: Optimizing Flow to Deliver Value. Finally, we offer the 1-day Introduction to Lean for Government for Management (that also fulfils the prerequisite). Training details, including cancellation policy, are on-line: alpenpathsolutions.com/training.

3 Options + Cost: individual registration to 1-day in-class at the Chateau Laurier (\$395+HST, as of Apr. 1, 2018 \$425+HST), **OR** up to 8 participants at the Chateau Laurier (\$3,250.00 +HST), **OR** in-your-workplace for up to 14 participants (\$2,500.00 +HST).

Custom Lean workshops / Speaking engagements

Contact us to discuss your needs: By telephone 613.680.2953 or info@alpenpathsolutions.com