

Hands-on course , 2  
day(s)  
Ref : LEE

## Participants

Any member of an IT organization.

## Pre-requisites

There are no pre-requisites for this course, although a basic knowledge of IT concepts will be helpful.

## Next sessions

# Lean IT, Foundation, certification

*Lean IT is applied to transform your IT organization to a customer-focused, efficient and transparent IT organization that can deliver sustainable results to the business. The Lean IT Foundation training covers all elements to introduce you to Lean IT.*

## OBJECTIVES

Be familiar with and have knowledge of the basic concepts of Lean and its core principles  
Be acquainted with the use of several Lean IT analysis tools  
Have an insight into what Lean IT can mean for an organization  
Have an understanding of the application of the Lean philosophy in an IT environment  
Be able to apply the principles of Lean IT practices under the guidance of a Lean expert  
Entrez ici un objectif pédagogique

### 1) Introduction to Lean management

#### 2) The Client

#### 3) The process

#### 4) Performance

### 5) The organization

#### 6) Problem solving

#### 7) The behavior and attitude

#### 8) Revision, exam preparation and certification

## Certification

*This course includes 60 minutes Lean IT Foundation certification exam: Multiple choice, 50 questions per paper, 25 marks required to pass (out of 50 available) - 50%, Closed book.*

## 1) Introduction to Lean management

- Overview of Lean management. The history of Lean management.
- Understand the mindset of Lean Management.
- Lean and continuous improvement plans.
- The key elements of Lean.
- The concept of waste, variability and inflexibility. The model process.
- The five dimensions of Lean IT.

### Réflexion collective

*Participants' thinking on what is the "added value" concept for them.*

## 2) The Client

- Principle of added value for the customer.
- Voice of the Customer: CRM tools, Kano diagram tool.
- Work value and non-value added work.
- Crucial elements of quality.
- Value stream of information systems.
- The poor quality costs.

### Réflexion collective

*Reach a definition of value.*

## 3) The process

- The concept of a process. The process model.
- SIPOC model (Supplier Process Input Output Customer).
- Creation and analysis of a "Value Stream Map" (Value Stream Mapping - VSM).

## 4) Performance

- What is performance?
- The key indicators of performance.
- The efficiency of the operational process.
- The skills and knowledge matrix.

### Exercise

*Determination of performance indicators.*

## 5) The organization

- The organizational structure of the client.
- Customer orientation.
- Dialogue of performance.
- Visible management.

## 6) Problem solving

- Structured problem solving.

- The DMAIC and problem solving.
- The Kaizen approach.
- The implementation of Kaizen.

**Exercise**

*Implementation of a problem solving method.*

## 7) The behavior and attitude

- Lean Leadership & Behavior. Organizational change. The history of change.

## 8) Revision, exam preparation and certification

- Revision. Mock exam.
- Final exam.