



# Office & Services Lean Practitioner Workshop

## Why Vative's Lean Practitioner Workshop?

- ✓ Vative has over 100 years of combined service & administration industry experience
- ✓ Average bottom line cost saving of \$30k - \$500k per Lean Practitioner trained
- ✓ Improve productivity and process efficiency
- ✓ Vative have trained 850+ employees as Lean Practitioners from 120+ organisations
- ✓ Learn to develop world class processes for your business



## Lean Practitioner Training - Office & Services:

Lean is a proven business improvement and management strategy that has gained worldwide attention for its remarkable success in improving business process efficiency.

Vative is a leading provider of Lean Practitioner Workshops for the services and administration industry across Australia and the Asia Pacific region. Each workshop is delivered by a certified Lean expert, with years of real world experience applying Lean in a service and administration environment. Our experts will ensure you attain the skillset to develop and implement successful organisational change.

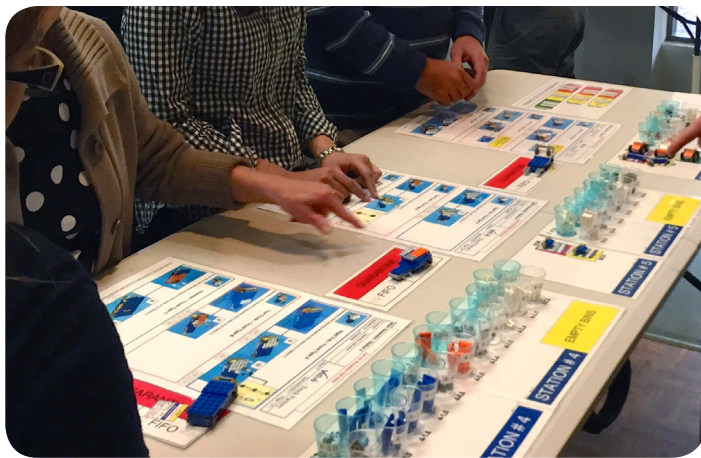


Image of actual workshop

“ The benefits we can achieve across our operation, more than covered the costs associated with the training. The size of the projects that people tackled has been quite variable. The biggest ones have delivered something in the order of \$1.9 million in bottom-line improvement. ”

**Peter Holland** Director of Business Engagement, Information & Communications Technology  
La Trobe University

“ If you think there's anywhere in your business where you can make productivity savings, there's probably at least that much again that you haven't thought of. Vative has been a great partner for us because of the way they have supported us right from the original concept, through to full implementation. ”

**Dwayne Kirk** Managing Director  
Melbourne Centre For  
Nanofabrication

Day One	Day Two	Day Three
Lean Overview	Visual Office Management	Pull Systems Kanban, Inventory Reduction
Identify Office Process Value & Waste	Standardisation	Team and Equipment Utilisation
Lean Office Simulation A	Office Layout Design Improvement	Lean Office Simulation C
Kaizen	Lean Office Simulation B	Lean Practitioner Certification Process
Value Stream Mapping & Design	Quality Tools, eg.	Change Management
Office 5S	Quick Change Over Between Orders & Jobs	Customised Activity (Time Permitting)

## Lean Practitioner:

### Certification Requirements

Applicants who undertake the Lean Practitioner program will be certified as competent upon successfully using and implementing the following:

- ✓ Value Stream Maps
- ✓ Identifying Waste
- ✓ 5S
- ✓ Visual Management
- ✓ One other Lean project of choice

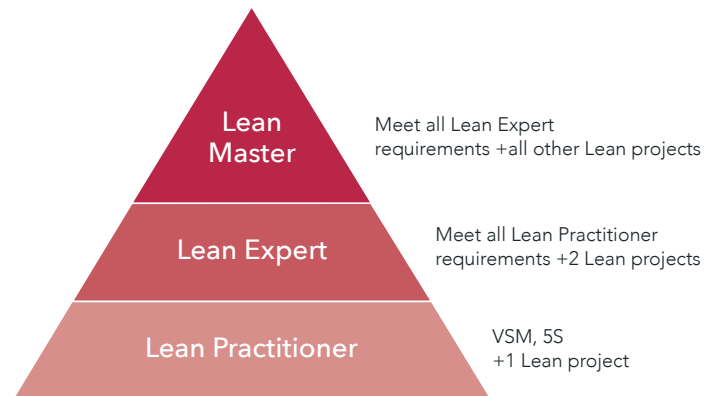
To be certified as competent, Lean Practitioners will be required to:

- ✓ Pass an online or paper based Lean exam

All participants are offered the flexibility of receiving onsite or remote coaching for each project.

In order to receive final certification, applicants will be allowed a maximum of 24 months to submit evidence of their project.

## Lean Certification Ladder:



## Delivery Mode Options:

### Open Class (with other companies):

- For groups of 6 or less participants
- Flexible assessment locations, including place of project implementation

### Onsite Training (tailored to your business):

- For groups larger than 6 participants
- Option of a half-day site visit from Vative prior to the 3-day workshop, to identify Lean opportunities, interview staff and define a Lean baseline

Certified by the **Lean Six Sigma Society of Professionals (LSSSP)**.