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1 DAY LEAN OFFICE EVENT WORKSHOP

UNLEASH the awesome POWER of Lean Process Improvement in your office Today!

Office processes like entering orders, quoting, order entry, accounts payables, accounts receivables invoicing, planning, purchasing, engineering, product development and many others are full of wasteful steps and activities. As a matter of fact, 75% to 90% of the steps in your support and administrative processes add no value in the eyes of the customer. **Learn how to rid your processes of these wasteful steps.**

In this economy you can ill afford to continue doing things the way you have always done them. Now is the time to remove waste from your office and support processes to meet the economic challenge of doing more with less.

Lean Office Simulation – Morning Session

The simulation **introduces** your office staff to Lean concepts. Lets them **experience** changes to an office process, and **motivates** them to make **improvements** in their own processes. The Lean Office Simulation is a **3 hour** hands-on, role playing workshop. Your office staff becomes employees of a fictional company in which they must improve the quoting process to meet increased customer demand and reduce customer complaints.

There are Four Rounds in the simulation:

- **Round 1: The Traditional Quoting Process**
- **Round 2: Quoting Process Redesign - Cellular layout and elimination of waste**
- **Round 3: Continuous Flow - Converting the quoting process to one-piece flow using a pull system and work balancing**
- **Round 4: Preparing for changes in customer demand with Cross training and a Flexible workforce**

Lean Office Value Stream Mapping – Afternoon Session

In the afternoon session we will use a case study of a fictional company to demonstrate to your administrative staff and/or managers how to value stream map many common office activities starting at order entry and ending at collecting cash—**order-to-cash cycle**. Your staff will participate in:

- **Developing a current state map and designing a lean future state map**
- **Identifying and reducing office waste**
- **Selecting the right Lean tools and concepts to help reduce or eliminate waste in office processes and improve administrative lead time**

This workshop is conducted at your place of business, saving the travel costs associated with having your people attend off-site workshops. Call Willie Carter today at 847-919-6127 to discover how your office & support functions can benefit from this one day introduction to Lean Office for a very low cost investment.

WE PROVIDE SOLUTIONS FOR CREATING CUSTOMER VALUE

www.quantumassocinc.com