

Lean Office Simulation

Introduce and demonstrate the following lean concepts:

- ✓ Standardized Work
- ✓ Workplace Organization
- ✓ Visual Controls
- ✓ Point-of-Use-Storage
- ✓ Spaghetti Mapping
- ✓ Pull System
- ✓ Cellular Design
- ✓ Work Balancing
- ✓ Teamwork and Cross Training
- ✓ Lead Time Reduction
- ✓ One-Piece Flow
- ✓ Flexible Workforce
- ✓ Cycle Time



The simulation takes just three hours to complete.

It is ideal for the boardroom or the classroom.

A *hands-on* approach gives participants *experience* in using lean concepts on a real process.

A 3 Hour Simulation Designed for 7 Participants A Hands-On Introduction to Lean Office

The *Lean Office Simulation* **introduces** participants to *lean concepts*, lets them **experience** changes to a process, and **motivates** them to **make improvements** in their workplace.

Office processes are made up of *individual* tasks. But, over the years these tasks pick up *wasted steps*.

A **lean office** is an environment where each of these processes is *evaluated* and *streamlined*. There are **no wasted steps**. The result is *every step* now delivers *real value* to *internal* and *external* customers.

Another goal of a **lean office** is to eliminate **wasted motion**. *Lean* can **arrange** the *physical placement* of personnel so that each *motion* contributes to the **completion** of their task.

There are *four* rounds in the simulation. Each round demonstrates specific *lean concepts* and lets the participants *experience* the improvements:

- Round 1: Traditional Office Processes
- Round 2: Cellular Layout and Elimination of Non-Value Added Steps
- Round 3: One-Piece Flow with a Pull System and Work Balancing
- Round 4: Cross Training and Flexible Workforce

A *hands-on approach* is used as participants become employees of a fictional company, Widget Works. Widget Works' quotation process must be improved to handle the changing demands of the business.

We have conducted LOS Workshops for:

- AME Toronto International Lean Conference
- CVS Caremark
- Emerson Climate Technology Division
- Great Lakes Synergy
- Medline Industries, Inc
- Roosevelt University
- Takeda Pharmaceuticals NA

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