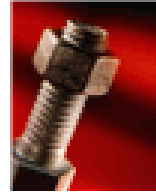




Lean Healthcare Yellow Belt Certification

The Power of Lean Thinking



Lean was introduced by Toyota in the 1960s as a systematic approach to identifying and eliminating waste or non-value-add activities in an organization through continuous improvement, with the goal of creating value.

The essence of Lean Thinking is to eliminate waste through understanding the meaning of value to the customer or patient, how to deliver that value, how to create an efficient, waste-free continuous flow built on a pull vs. batch and queue approach, and continual pursuit of a perfect system.

Many Lean Healthcare implementation initiatives have failed due to lack of staff and senior management involvement in the transformation program.

Positive examples include:

- Empowering and involving participants, and emphasizing teamwork and cooperation
- Having good communication channels
- Managing expectations
- Making sure everyone understands the need for change, as well as understanding the new roles that emerge when change is implemented
- Offering good rewards and recognition programs, suggestion systems, etc.
- Making everyone understand the benefits of Lean Healthcare



Lean Healthcare Yellow Belt Certification Program

The Lean Healthcare Yellow Belt Certification program has been designed by Lean Healthcare Services in association with Lean experts, the Irish Institute of Industrial Engineers, and the Canadian Professional Logistics Institute.

The program represents the first international certification of its kind and provides an essential 'first step' to understanding the Lean Healthcare tools, practices, and concepts. It will help healthcare organizations identify and eliminate waste. It helps provide the tools to help improve process flows, with the objective of delivering 'value' as defined by customers and patients in a timely and efficient manner.

Commitment and support for Lean implementation in any organization should not only come from the top down, but also from the bottom up. Once individuals have the 'appropriate' knowledge, they will be able to foresee and achieve results that meet the needs of management and customers now and into the future.

The program is an excellent way to train large numbers of staff as part of a 'change management' or 'awareness' initiative for Lean healthcare implementation. It helps staff understand what Lean Thinking is and the benefits that can accrue from a Lean Healthcare implementation. The knowledge gained should help participants embrace the concept, thus ensuring that any Lean implementation will run more smoothly and efficiently as a result of increased and more widespread support across the organization.

Your Journey to Lean Healthcare Certification

The program is classroom-based (instructor-led) only for groups of up to 12 attendees. It is the first step on the road to Lean Healthcare Green Belt and Black Belt Certification levels. This certification program consists of 3 days training that provides participants with a comprehensive overview of the principles of Lean Thinking. It also outlines and demonstrates the essential Lean Healthcare tools and practices that can be applied within healthcare organizations to decrease costs, increase efficiency and quality of service, and improve patient and employee satisfaction.

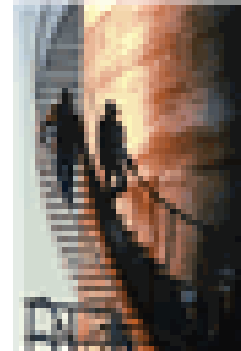
Each day provides content incorporating real-world case study examples of Lean applications, along with useful in-line questions, exercises, and assessments to enable participants to track progress.

Three Steps to Excellence

Program Structure:

The Lean Healthcare Yellow Belt Certification program is classroom-based, and is made up of the following lessons:

1. Introducing Lean Thinking
2. Lean Tools and Practices I: Improving Flow using Value Stream Mapping, Kanbans, and Layout Modifications
3. Lean Tools and Practices II: Improving Quality using Kaizen, 5S, and Visual Management Systems



Program Objective:

Upon successful completion of the Lean Healthcare Yellow Belt Certification program, participants will achieve proficiency in understanding the concepts, tools, and practices associated with Lean Healthcare.

Program Assessment

Participants will need to sit an exam at the end of the final day of the program.

Target Audience

Participants can be directly or indirectly involved at any level in the healthcare sector.

Lean Co-ordinators, Lean Champions and Managers, whose departments will be implementing Lean Healthcare, are advised to receive more advanced training through the Lean Healthcare Green Belt Certification program.

Lesson 1: Introducing Lean Thinking

This lesson provides a basic understanding and appreciation of the key elements of Lean Thinking. Designed in the 1960s for manufacturing applications, using the Toyota Production System (TPS) as its main guiding principle, the benefits of Lean Thinking have spread beyond manufacturing processes. It is now being applied to non-manufacturing areas such as the financial services and healthcare sectors because of its outstanding effectiveness. This lesson identifies and discusses each of the five core goals of Lean Thinking, focusing on the concepts of waste elimination and value creation within organizations. It explains how Lean Thinking can be applied successfully in non-manufacturing businesses or industries.

The lesson consists of the following sub-topics, exercises, and brainstorm sessions:

- Introducing Lean Thinking, its Origins, and Importance
- Lean Thinking Beyond the Production Floor
- Classroom Exercise: Understanding the Customer
- The Principles of Lean Thinking in Healthcare
- Lean Thinking Goals
- Waste
- Brainstorm Session: Identifying Wastes that Exist in a Healthcare Environment
- Case Study: Implementing Lean using the PDCA Approach

On completion of this lesson, participants will be able to:

- Define the term 'Lean Thinking'
- Identify the type of organizations that can implement Lean Thinking
- Outline why organizations typically implement Lean Thinking
- Identify and distinguish between the principles of Lean Thinking
- List the core goals of Lean Thinking
- Identify how the Lean Thinking goals can be met
- Identify the main categories and types of waste

Lesson 2: Lean Tools and Practices I: Improving Flow using Value Stream Mapping, Kanbans, and Layout Modifications

This lesson introduces some of the main tools that are required to implement Lean Healthcare and improve flow. It provides an overview on what each tool is used for, and how each should be used.

The lesson consists of the following sub-topics, exercises, and brainstorm sessions:

- Value Stream Mapping (VSM)
- Classroom Exercise 1: Calculating Cycle Time, Lead Time, and Takt
- Kanbans
- Classroom Exercise 2: Understanding the Kanban System
- Layout Modifications
- Brainstorm Session: Suggesting Suitable Layout Modifications to Improve Flow
- Classroom Exercise 3: Sample Exam Questions

On completion of this lesson, participants will be able to:

- Identify the function of Value Stream Mapping (VSM)
- Outline how VSM is used to implement a Lean Healthcare process
- Calculate cycle time, lead time, and Takt time for a particular process
- List the basic principles that underpin the Kanban system
- Identify the benefits of the Kanban system
- Identify how layout modifications can help improve flow in a healthcare environment

Lesson 3: Lean Tools and Practices II: Improving Quality using Kaizen, 5S, and Visual Management Systems

This lesson introduces some of the main tools that are required to implement Lean Healthcare and improve quality of service and care delivery. It provides an overview on what each tool is used for, and how each should be used.

The lesson consists of the following sub-topics, exercises, and brainstorm sessions:

- Kaizen
- Case Study: A Kaizen Event
- Brainstorm Session: Applying Kaizen
- 5S
- Case Study: Implementing 5S
- Classroom Exercise 1: Defining a 5S Plan
- Visual Management
- Case Study: Implementing a Healthcare Visual Management System

On completion of this lesson, participants will be able to:

- Identify the requirements for a successful Kaizen Event
- Identify the goals and activities of the 5S tool
- Identify the aims and benefits associated with 5S
- Identify the correct order for the stages involved in 5S implementation
- Recognize the participants in a 5S implementation team
- Identify the steps involved in planning a typical 5S implementation
- Distinguish between the stages of 5S
- List the elements of a visual management system
- Outline the requirements for an effective healthcare visual management system



About Lean Healthcare Services

Lean Healthcare Services was established in response to the need expressed by global healthcare organizations to educate and empower their staff in Lean Healthcare best practice. We provide a “Learning and Resource Center” for all professionals involved in primary, secondary, and tertiary healthcare care as well as private and public providers to the healthcare system.

Our turnkey solutions embrace support through consulting, training and education/empowerment to individual healthcare professionals as well as to healthcare authorities and corporate healthcare organizations.

Lean Healthcare Services is part of the Leading Edge Group. The Leading Edge group was established in 1995 to provide healthcare, manufacturing, and supply chain management consulting solutions to the multinational sector. The company also provides integrated training, education, and certification offerings on a wide variety of topics associated with Lean Thinking and supply chain management.

International Standard for Lean Healthcare Certification

Lean Healthcare Services designed and launched a new International Standard in Lean Healthcare in March 2006. The standard is fully supported by the Irish Institute of Industrial Engineers and the Canadian Professional Logistics Institute.

The Lean Healthcare Certification Programs can be undertaken by individuals either through classroom or distance learning programs. The programs consist of the following:

- Lean Healthcare Green Belt Certification
- Lean Healthcare Black Belt Certification
- Organization-wide Lean Healthcare Certification



International Standard for Lean Certification

Registration - Lean Healthcare Yellow Belt Certification Program

Personal Details:

Name:

Title: (Optional):

Organization:

Address:

Telephone:

Fax Number:

E-Mail Address:

Number of Attendees:

Payment Details:

Before filling out the remainder of this form, please contact johnwhelton@leanscm.com for current pricing. Once you have received the necessary information, please fill out the appropriate fields below and e-mail the form to johnwhelton@leanscm.com

Currency Amount:

Please tick the appropriate option:

Please select the appropriate box below:

Check enclosed

Purchase Order

Credit Card



International Standard for Lean Certification

If paying by credit card, please fill in the fields below

Card Type:

Card Number:

Expiry Date:

Signature: