

# Lean Management

## Towards Leaner Business Processes – The LEAN Way

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*“Bringing You Increased Business Velocity”*



# Lean Embraces 5 Principles

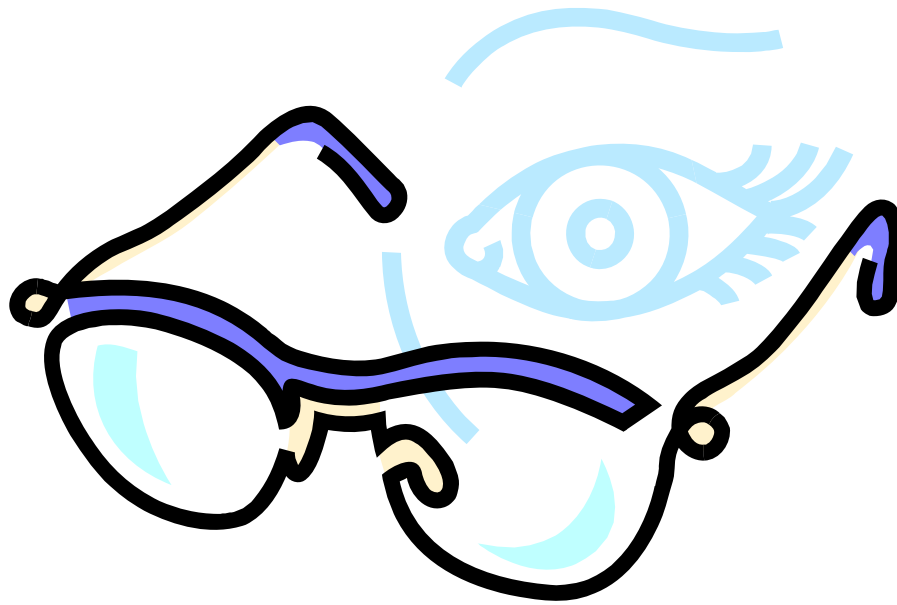


*Lean Thinking*

James Womack and Dan Jones

- **Specify Value** – define value from the standpoint of the final customer
- **Identify the Value Stream** - The entire set of activities needed to design and produce a product/service must be thoroughly understood and mapped out
- **Flow** - processes are made to flow (without interruption)
- **Pull** - Operations must be structured so the customer *can pull value* from the producer
- **Perfection** - The whole enterprise must pursue not its competitors, but rather perfection.





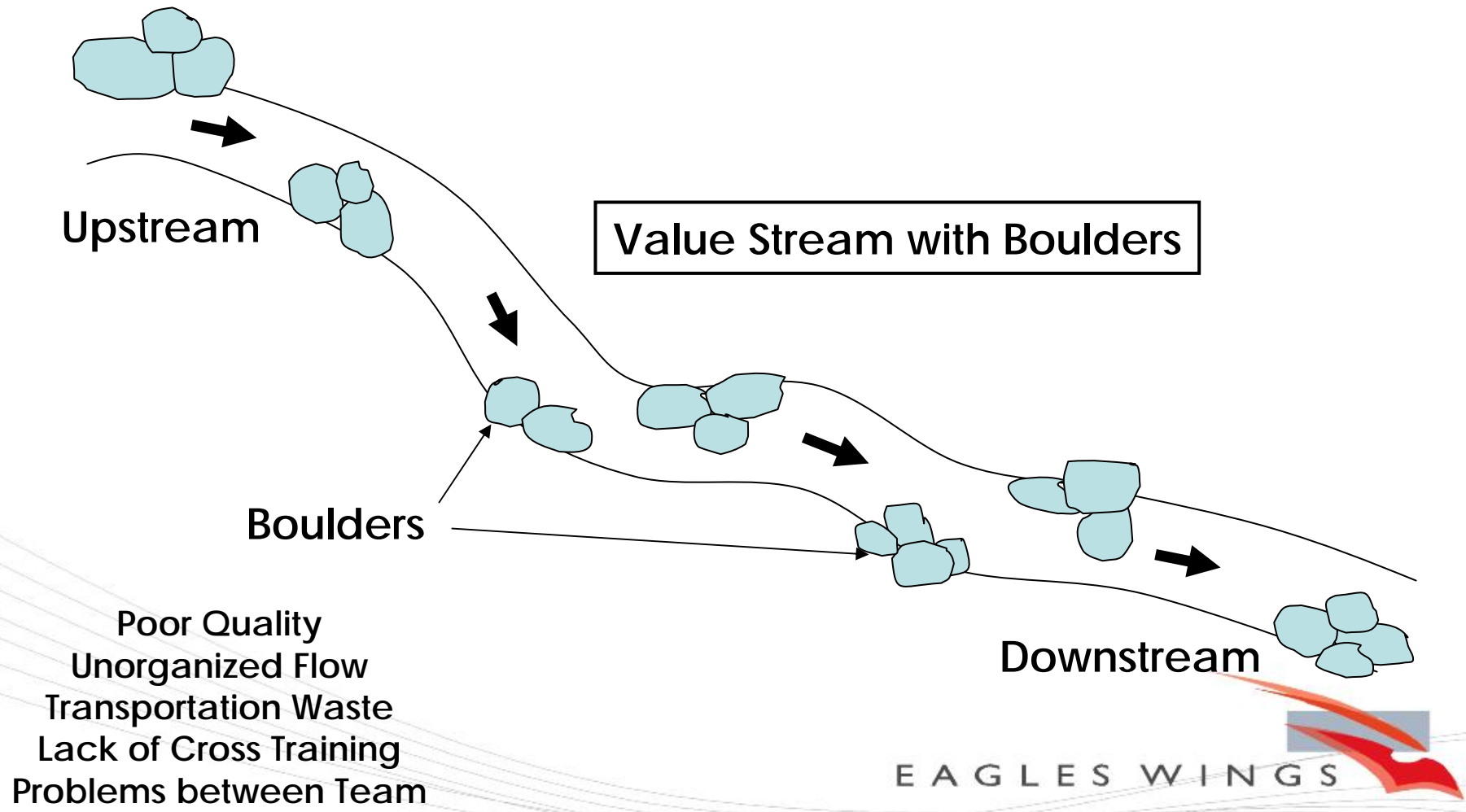
Value must be seen from the  
perspective of the customer

# Business Process Family

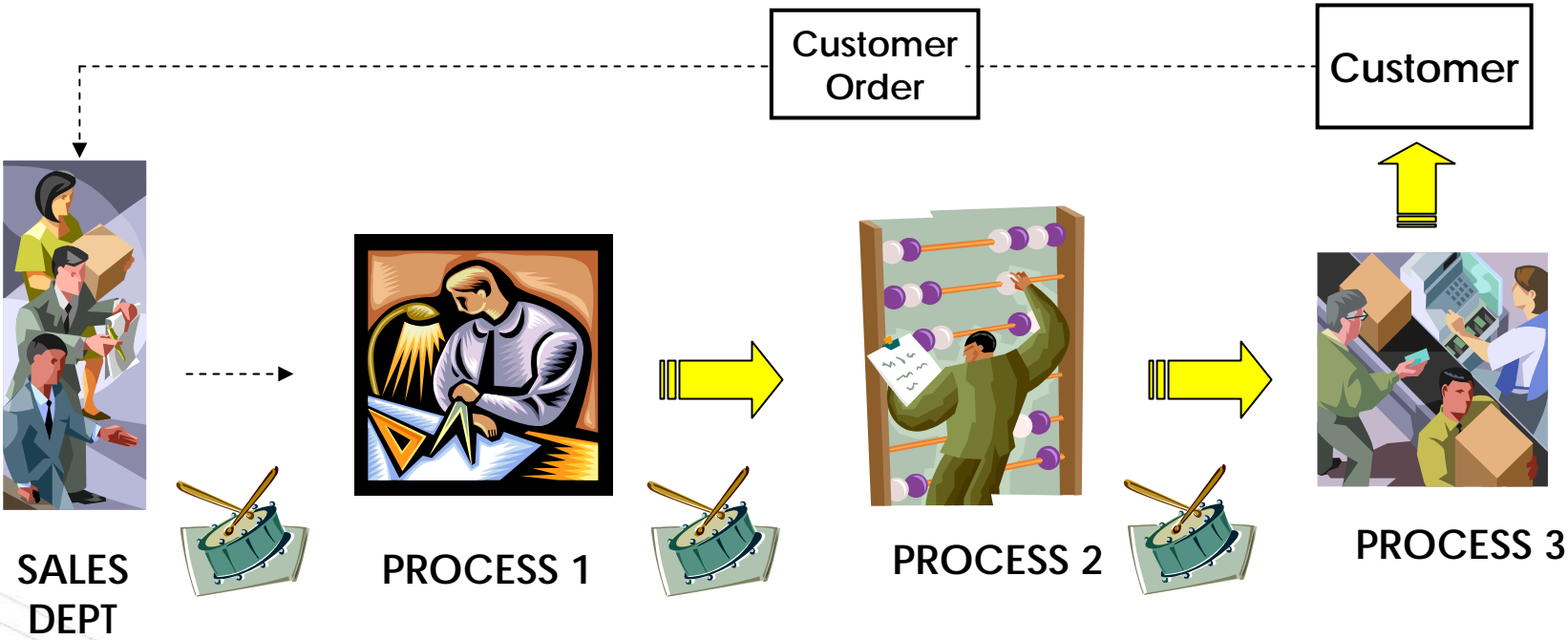
Business Processes/Transaction Types

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
A1	X	X		X	X	X	X
A2	X		X	X	X	X	X
A3	X	X		X	X	X	X
A4	X	X		X	X	X	X
A5	X	X	X	X	X	X	X
A6	X		X	X	X	X	X
A7	X	X		X	X	X	X

# Boulders in the way of Flow and Speed

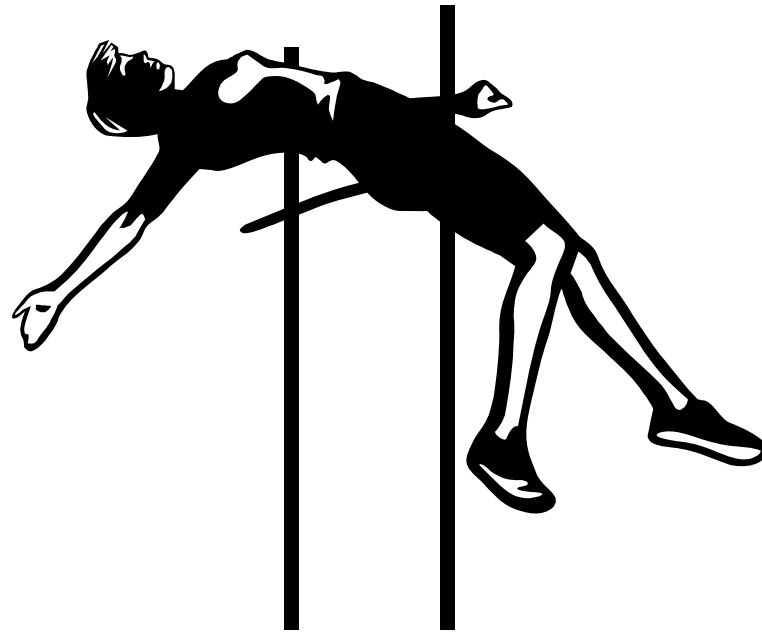


# Customer Demand PULL



**PUSH vs PULL**

# Pursuit of Perfection

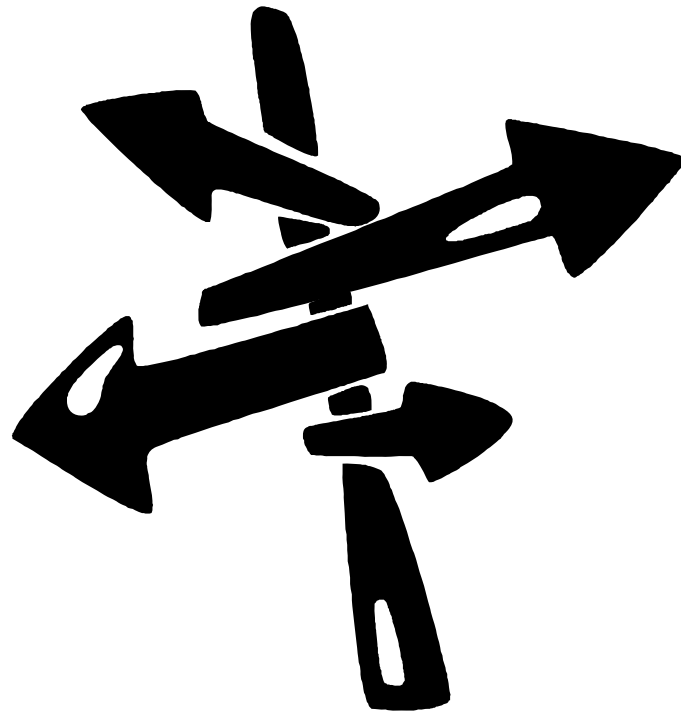


**'Continually Raise the Bar As You Go'**

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# Where do we start?



Value Stream Improvement and Process Improvement

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# The Demand – Flow – Leveling Analysis

- Clear guidance to develop Future State
- System Improvements versus Point-Based Process Improvements



# Lean Tools and Techniques

Lean techniques like waste elimination, work flow cycles, signaling systems, management timeframe, mistake proofing, milk runs, visual management, planned flexing, setup reduction, zero quality control, leveling of demand and so on are used to design new business processes and manage them better



# MAPPING THE FLOW OF VALUE

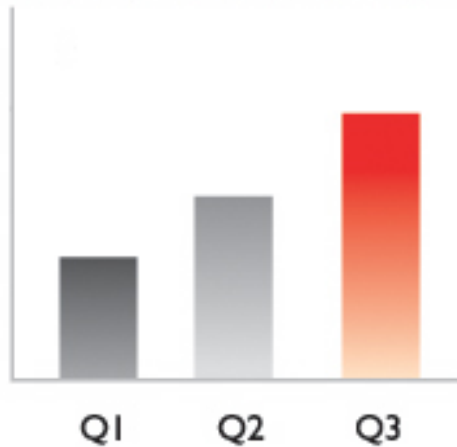
- Participants map out the Current State of the Value Stream using the step by step lean method.
- Participants then design the Future State of the Value Stream
- Action oriented learning, and very practical.
- The completed Value Stream Maps form the basis of the improvement plan for the next 3 to 6 months together with the identified improvement opportunities
- Fast kick-start for implementation.





# Towards A Sharper Competitive Edge

Customer Satisfaction Level



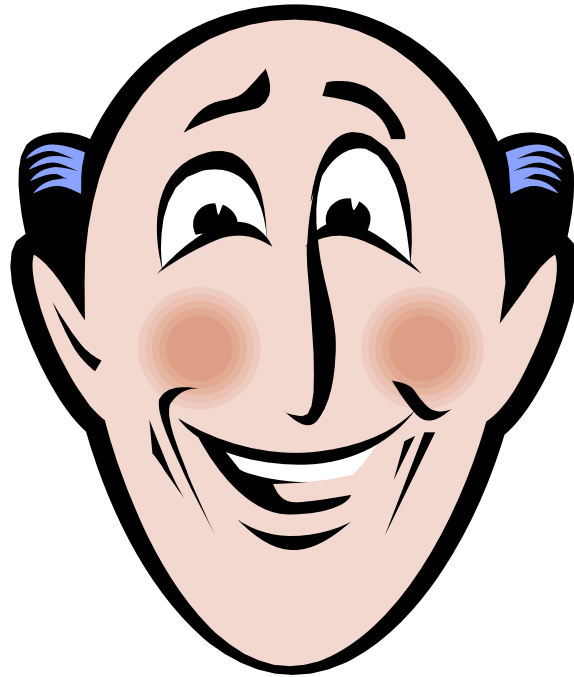
Average Resolution Time



*Leaner & Faster  
(Speed, Flexibility and  
Responsiveness)*

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# Thank You!

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