

LEAN MASTER TRAINER CERTIFICATION

42-DAY TRAINING COURSE

What it is:

40 Intensive, highly interactive Lean workshops

- Building Lean thinking, business management, and leadership skills one brick-at-a-time over a 9-month period
- Taught by qualified instructors with Master's level education, and extensive real-world Lean application/implementation experience in the areas of healthcare, manufacturing, service, and front office.
- There will be guest speakers and guest lecturers throughout the program, lending a diverse perspective to topical Lean issues.
- Diverse class mix - The benefit of "comparing notes" to the way other companies manage their Lean initiatives and growth strategies
- Team projects. Group "homework." Break-out discussions. Group debates. Role plays. Simulations.
- THREE benchmarking visits to companies who already enjoy a high-level of Lean conversion and Lean success --- "seeing Lean in action"
- Technical development combined with personal and professional growth

What you'll get - Benefits:

- In return for your/their 9-month commitment, you will receive a more confident, competent manager; a Lean thinking, cost-saving guru; a process improvement specialist; and a continuous improvement, analytical process expert.
- You will have a built-in Lean Consultant. (Lean Consultants range from \$800 to \$3000 PER DAY!!)
 - A catalyst for change - increasing the potential for ongoing improvement
 - Increases a company's ability to create and sustain positive change
 - Gains the ability to identify and eliminate waste
- The cost-per-participant is less than most companies pay per year for scrap and re-work.
- You won't have to wait for 9 months to start seeing the bottom-line results that your participant can bring to your company via major and minor improvements and supervised Lean projects.
- Your participant will DOCUMENT (in a Lean Journal) cost savings, Lean improvements, problem solving initiatives, corrective actions, tools and Lean-learning over time. You will be able to SEE how the participant has more-than-paid-for their education and they will provide you with "the gift that keeps on giving!"
- The company will also gain the following benefits from their participants education:
 - Opportunities to improve all areas of the business
 - Increased profits and growth from the improvements
 - Continued success due to internal and external support (rather than single project success)
 - A market leader perspective
 - More satisfied customers

What it includes:

- A spacious and comfortable training facility
- All Materials for the program
- A CD containing customizable presentations of all the basic Lean tools
- Continental breakfast and lunch are provided daily
- Training and tours (2 out-of-state)
- Featured guest speakers who are leaders in Lean techniques.

The program encompasses eleven intermixed modules:

1. **Foundation** – encompasses Lean definitions and components, barriers to success, and assessments
2. **Implementation*** – where and how to start, organizational structure, Lean Operating System, effective project management, and the need for measurement
3. **Cultural** – The need for change, creating commitment and cultural change, and empowering the workforce
4. **Back to Basics** – how to successfully implement 5S along with ways to make it sustainable; Value-Stream-Mapping and the true meaning behind it; and how to implement, monitor, and sustain any Kanban or ConWIP pull system
5. **Recognition and Rewards*** – explores our personal changing needs, suggestion systems, getting results from your recognition and reward system, and why rewards don't always work
6. **Leadership/Team Building** – covers the interrelationships with other modules, the leadership challenge, leadership, teamwork, and team building
7. **Management Skills*** – coaching for results and behaviors, managing multiple priorities, and how to hold results-oriented lean meetings
8. **Core Tools Module** – covers: the basics of standardized work, the steps required for quick changeover, effective problem-solving techniques, and how to facilitate a Kaizen event
9. **Advanced Techniques** – implementing TPM effectively, Six Sigma tools you can use, 5 ways of creating cellular flow, visual workplace for the whole company, Lean Office made simple, and how to Poka-Yoke everything
10. **Customer Focus*** – covers Lean and continuous improvement as it relates to the customer, the role of marketing in a Lean organization, 5 competitive forces that determine industry profitability, competitive intelligence and benchmarking, managing customer satisfaction, measuring customer satisfaction, and Lean's role in new product development
11. **Train-the-Trainer** – covers primer on adult learning, components of a successful presentation, organizing with A-I-D-A (attention, interest, details, action), effectively handling questions, and managing difficult participants

* *It is recommended that one or two members of your senior management team attend some of these sessions at no additional charge. Details to follow at time of sign-up.*

Note: The above modules do not necessarily reflect the ORDER in which classes are taught. GDC reserves the right to change the course content and/or order of classes based on needs as we proceed.

Master Training Certification Program

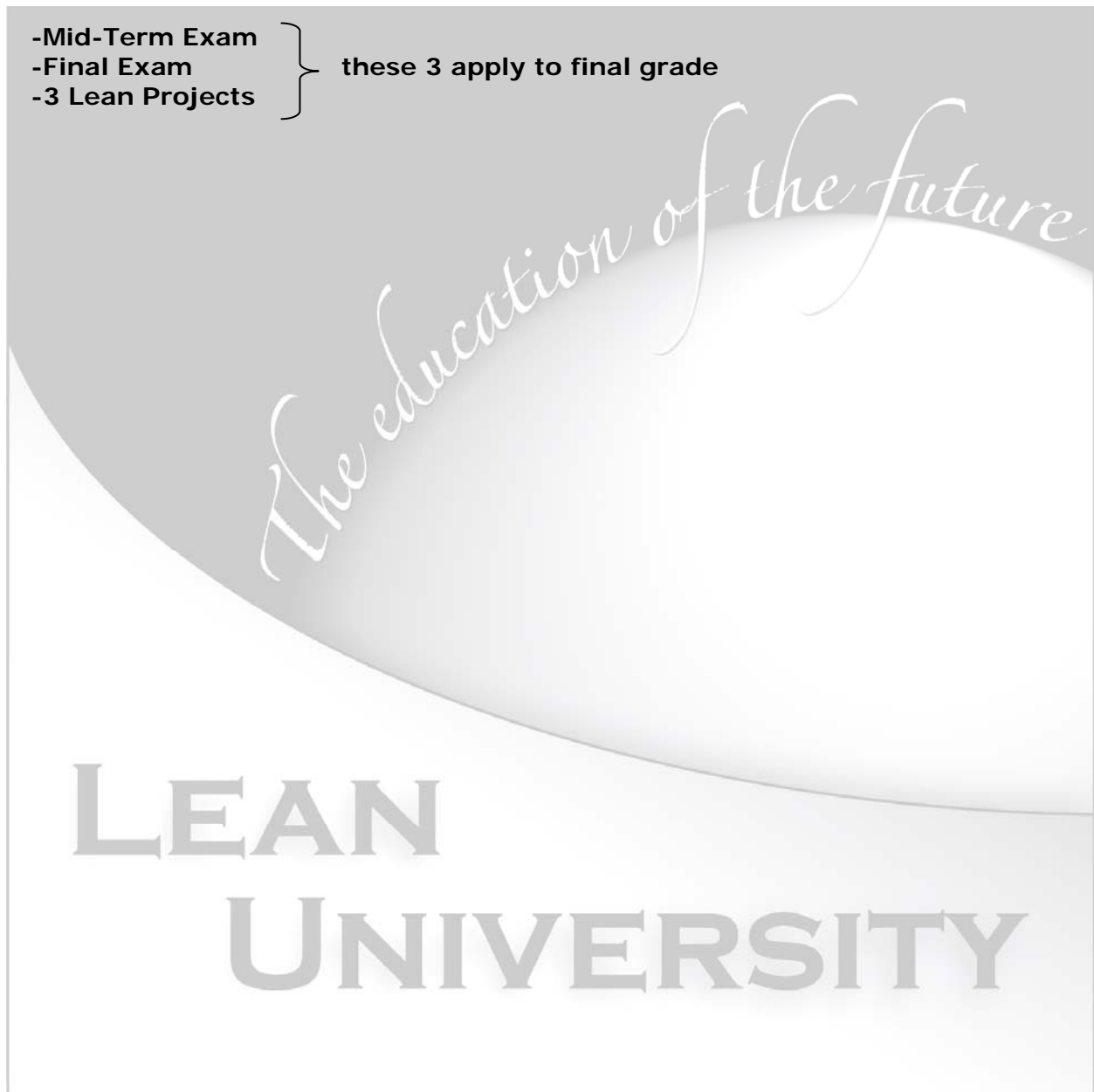
Nine months / Forty-two weeks

- divided into two semesters (that break around Christmas)
- 2 consecutive days approximately every other week
- 34 classroom days

- 3 Off-site benchmarking visits
- 2 Simulation Days
- 1 Final Exam and Graduation Day
- 40 TOTAL DAYS** (*16 in Semester 1 and 24 in Semester 2*)

Quizzes are used to check progress.

Individual reports are sent back to client management on progress/status of their participants



The education of the future

**LEAN
UNIVERSITY**

-Mid-Term Exam
-Final Exam
-3 Lean Projects } **these 3 apply to final grade**

The graphic features a large, stylized letter 'U' in the background. The top part of the 'U' is a dark grey arc containing the text 'The education of the future' in a white, cursive font. The bottom part of the 'U' is a light grey arc containing the text 'LEAN UNIVERSITY' in a bold, white, sans-serif font. In the top left corner of the graphic, there is a list of three items: '-Mid-Term Exam', '-Final Exam', and '-3 Lean Projects', followed by a right-facing curly bracket and the text 'these 3 apply to final grade'.