



CONTINUOUS IMPROVEMENT USING LEAN AND AGILE

Course Description

No process is both complete and optimal - once we master a process at one level, we see deficiencies that were previously hidden and the cycle begins again.

This course will look at general principles of continuous improvement, using Agile, Lean manufacturing and lean software development as a starting point, and some common thinking tools for problem analysis, process optimisation and waste reduction.

This course will look at how to improve any process using Lean/Agile principles and not just within software development projects. This course will also look at how Lean principles can be used to bring agility to the portfolio and pipeline management area. How to focus on 'doing the right work' and not just 'doing the work right'.

Course Outline

Continuous improvement principles

- History of Lean and Agile
- Principles and core philosophies of 'Kaizen' or small continuous improvement
- Eliminate Waste
- Flow, Pull and Cadence
- Amplify Learning
- Decide as late as possible
- Deliver as fast as possible
- Empower the team – self organising teams
- Build integrity in
- See the whole

Tools and Techniques for implementing continuous improvement

- Seeing Waste
- Value Stream Mapping
- Queuing Theory
- Pull Systems
- Root cause analysis
- Impact analysis
- Wisdom of the crowd
- Collective decision making techniques
- Bringing in experts
- Focussing on risks and outcomes

Using the PDCA model

- PDCA
- Effective use and detailed structure of this model

Learning Objectives

Advanced techniques for continuously improving any process.

How can one find inefficiencies in a process or method and then optimise it to increase effectiveness and efficiency.

How can one use collective wisdom and increase business value throughput.

How can one make value flow without interruptions.

Target Audience

This course is appropriate for staff at all levels both in the business and in IT.

It teaches a mindset combined with techniques and can be very useful for managers and leaders looking to build high performing teams.

Infrastructure leaders could also find this course useful.