EXIN Lean IT Kaizen (LITKAIZEN)

OEM: EXIN • Duration: 3 Days (24 hrs) • Code: LITKAIZEN

COURSE MODULES & TOPICS

1 Introduction of Kaizen (15%)

- Kaizen, Kakushin, and Kaikaku concepts
- DMAIC method phases overview
- DMEDI cycle (Define, Measure, Explore, Develop, Implement)
- Continuous improvement models (ITIL CSI, PDCA)
- Daily kaizen vs improvement kaizen
- Kaizen mindset applications
- Muri, Mura, Muda as removable waste

2 Organizing Kaizen (10%)

- Improvement initiative sources – VoC, VoP, VoB, VoR
- Kaizen team roles – sponsor, lead, team member
- Kaizen team member selection criteria
- Initiative selection methodologies
- Plan and prepare kaizen activities

3 A3 Method (10%)

- A3 Method origins and goals
- A3 Problem-solving report sections – Background, Current Condition, Future State, Analysis, Proposed Options, Plan, Follow-Up
- A3 Problem-solving, Status, and Proposal report distinctions
- MECE concept (mutually exclusive and collectively exhaustive)
- Summarizing, analyzing, synthesizing distinctions

4 Define (10%)

- Define phase steps – problem selection, owner identification, problem statement, team selection, scope, VoC, planning
- Problem types per Cynefin model – simple, complicated, complex, chaotic, disorder
- Tools – SIPOC, CTQ
- Write effective problem definitions
- Complete A3 Background Section

5 Measure (15%)

- IT units of work – incident, service request, problem, change types
- VSM metrics – lead time, takt rate, changeover time, queue time, WIP, capacity, throughput, PCE, Little's Law
- Variable types – dependent, independent, control
- Baseline vs benchmark definitions
- Create Value Stream maps with metrics and calculations

6 Analyze (12.5%)

- Seven basic Quality tools – histogram, Pareto chart, scatter diagram, flowchart, control chart, Fishbone diagram, check sheet
- Common cause vs special cause variation
- Time Trap and Capacity Constraint definitions
- Root cause tools – 5 Whys, Cause & Effect matrix, FMEA

7 Improve (10%)

- Idea generation – brainstorming, reverse thinking, SCAMPER
- Prioritization – affinity mapping, solution matrix, multi-voting, business case
- Best practice IT solutions – ITIL, Cobit, Scrum, Prince2/PMI
- Future State VSM, piloting, implementation plan

8 Control (17.5%)

- Control definition and improvement measurement – CSF/KPI, lead/lag measures, dashboards
- Control plan components – documentation, monitoring, response, training
- Documentation types – policy, process, standard operating procedure
- Monitoring types – metrics, visual management, performance dialogue, cascade
- Create measurement systems with dashboard presentation