

**Lean**  
**Green Belt**  
**for**  
**Service Industries**



Industrial Solutions – ISI

# Service **Green Belt** Agenda

## Day 1

- Lean Overview and Culture, The 8 Deadly Wastes, 5S/Visual Controls, Lean Formulas, Value-Stream Mapping, Homework Assignment

## Day 2

- Standard Work, Training Within Industry, Mistake Proofing, Value-Added Mapping for Administrative Processes

## Day 3

- Cell Flow and Pull Systems in the Office, Lean Performance Measures, Leadership Roles, Strategic Planning, Kaizen Events

## Day 4

- Individual Mapping Project Review and Refinement, Test, Wrap Up

# Service **Green Belt** Agenda

## Day 1

- Introductions, Housekeeping, Course Overview
- Lean, Culture Change, & Management's Role
- The 8 Deadly Wastes Review, Waste Identification Exercise
- 5S, 5S Numbers Game, Visual Controls
- Value-Stream Mapping, Mapping Exercise, Homework Assignment

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## Day 2

- Standard Work
- Training within Industry, TWI Exercise
- Mistake Proofing
- Value-Added Mapping for Administrative Processes, Value-Added Mapping Exercises

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## Day 3

- Cellular Flow & Pull Systems for the Administrative Environments
- Lean Performance Measures, Performance Measures Exercise
- Strategic Planning, Successful Lean Deployment
- Leadership Roles
- Kaizen Events

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## Day 4

- Individual Mapping Project Review and Refinement
- Test & Wrap Up



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