Lean Solutions Academy
COURSE CATALOG

WHO WE ARE.

We have been delivering bottom-line results through specialized process improvement solutions for over 20 years. We have worked with all types of businesses from private, non-profit, government, and manufacturing, ranging from small businesses to billion-dollar corporations.

We are proven leaders, teachers, coaches, and highly experienced consultants who are niche focused on organizational strategy and leadership development.

OUR WAY...

EXCELLENCE IN
Teaching and Learning

- Lean Solutions Academy
- Lean Solutions Community
- Lean Solutions Podcast

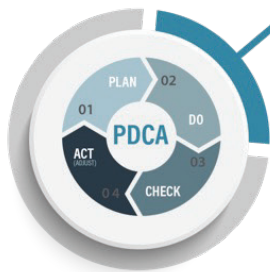### WORLD-CLASS
BUSINESS SOLUTIONS

- Leadership & Development
- Consulting
- Talent Solutions
- Coaching
- Lean & Six Sigma

OUR

TRUE NORTH
We are the First Global Choice for the Process Improvement Solutions

OUR

PURPOSE
We Empower and Equip People for Positive Change

A PROVEN
Process that Works

- Assess
- Plan
- Do
- Act (Adjust)

PDCA

PLAN 02
01
DO
ACT (ADJUST)
03
04 CHECK

SERVICE TO
Community

- Respect for ALL People
- Trust, Accountablity, & Transparency
- Purposeful Partnerships
- Social Responsibility

WE MEET YOU WHERE YOU ARE.
CREATING CUSTOMIZED PROCESS IMPROVEMENT
SOLUTIONS TO FULFILL YOUR NEEDS.

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Body of Knowledge: Yellow, Green, and Black Belt

Yellow Belt

The Fundamentals of Lean Six Sigma	Defining a Process / CTQ
History / Process / Cause & Effect	The 8 Elements of Waste / Belt Roles
Principles of Lean / Six Sigma	5S / Lean Tools / Visual Management / SMED
Process Mapping / DMAIC	Kanban / Poka-Yoke / Standardized Work
PDCA / Kaizen & Kaizen Events	Lean & Six Sigma Belt Roles
Kano Analysis	Total Productive Maintenance
Voice of Customer, & Business	Value Add & Non Value Add Work

Lean Green Belt

Project Management	Fishbone Diagrams / Graphical Analysis
Project Charter	Lean Metrics & Projects
SIPOC	FMEA
7-Quality Tools / Pareto Analysis	Facilitating a Kaizen Event
Control Charts	Strategy Execution
Control Plans	Hoshin Kanri
Gantt Chart	Change Management
Structured Problem Solving	

Six Sigma Geen Belt

Six Sigma Statistics	Correlation and Regression
Measurement Systems Analysis	Introduction to DOE
Process Capability	Hypothesis Testing

Black Belt

Mann-Whitney / Kruskal-Wallis	Orthogonal Designs
Friedman Mood's Median / Simple Linear Regression	Full Factorial Experiments & Designs
1 Sample Sign / 1 Sample Wilcoxon	Fit, Diagnose Model and Center Points
One and Two Sample Proportion	Taguchi Designs Control Phase
Chi-Squared (Contingency Tables)	Statistical Process Control (SPC)
Correlation / Regression Equations	Data Collection for SPC / I-MR Chart
Regression Equations / Residuals Analysis	Xbar-R Chart / U Chart / P Chart
Non- Linear Regression	NP Chart / X-S chart
Multiple Linear Regression	CumSum Chart / EWMA Chart
Confidence & Prediction Intervals	Binomial Distribution and Calculations
Designed Experiments / OFAT	Poisson Distribution and Calculations
Experiment Objectives	Design for Six Sigma (DFSS) / Hoshin Kanri
Experimental Methods	Cost Benefit Analysis / ROI, Payback Period
Experiment Design Considerations	
Linear & Quadratic Mathematical Models	

SIX SIGMA PRO

COURSES

Six Sigma White Belt Certification (8hrs):

The best way to transform an organization is by inspiring behavioral change. Lean Leadership fosters the development of a continuous improvement culture through worker interaction, communication, and decision-making. Through an effective blend of tools, concepts, and coaching techniques, this program will enable you to improve your organization through efficient and effective leadership.

Six Sigma Yellow Belt Certification (25 hrs; includes coaching time):

Six Sigma Yellow Belts understand the fundamentals of Lean Six Sigma methodology and operational excellence. Learn how to help your team navigate more complex process improvement projects with Six Sigma Yellow Belt skills.

Six Sigma Green Belt Certification (50 hrs; includes coaching time):

Six Sigma Green Belts are devoted to process improvement for their teams. Help your team increase efficiency, decrease defects and mistakes, find and remove obstacles, and improve overall quality output.

Six Sigma Black Belt Certification (140 Contact Hours (Includes Coaching & Project Time):

Black Belts operate under Master Black Belts to apply Six Sigma methodology to specific projects. This learning path gives you the training you need to operate and certify as a Six Sigma Black Belt.

Flexible Learning & Training Options

eLearning Course

An **eLearning course** is delivered in a series of interactive lessons on a web browser or mobile device, which can be accessed anytime and anyplace. We use the latest approaches to ensure our eLearning is state of the art and achieves the highest levels of engagement and learning.

Virtual Classroom

A **virtual classroom** provides courses that enable you to join us from anywhere in the world. Our virtual classrooms leverage the power of technology to allow you to connect and engage live with expert instructors and peers just like in an onsite classroom.

Onsite Classroom

Our **onsite classroom** bring world-class training to your location, saving you travel expenses and keeping productivity high. Onsite training can be scheduled to the organization's needs and experiential activities allow for higher engagement during the lessons.
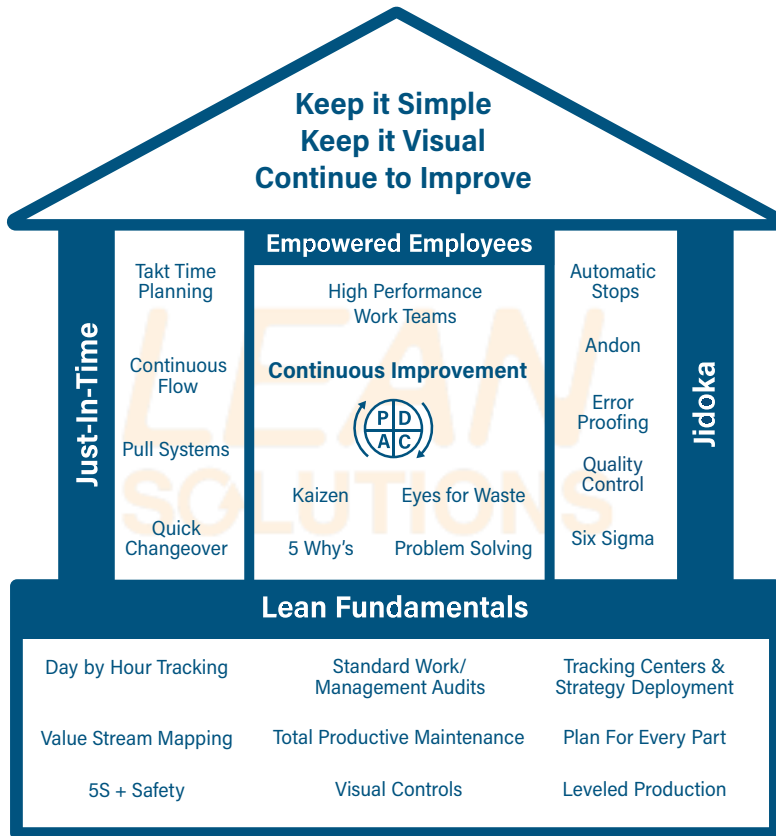
House of Lean

The house of lean is a model originally created by Toyota. This model identifies the main factors of their lean production system. These factors must be perfected to create an efficient and effective business system. Each of the factors are depicted by a house that shows their order and priority of importance.

**Keep it Simple
Keep it Visual
Continue to Improve**

Just-In-Time

Takt Time Planning

Continuous Flow

Pull Systems

Quick Changeover

Empowered Employees

High Performance Work Teams

Continuous Improvement

P D A C

Kaizen   Eyes for Waste

5 Why's   Problem Solving

Jidoka

Automatic Stops

Andon

Error Proofing

Quality Control

Six Sigma

Lean Fundamentals

Day by Hour Tracking	Standard Work/ Management Audits	Tracking Centers & Strategy Deployment
Value Stream Mapping	Total Productive Maintenance	Plan For Every Part
5S + Safety	Visual Controls	Leveled Production

CENTER OF LEAN

COURSES

Lean Boot Camp Course (40 hrs):

This five-day Bootcamp will cover the following topics with tools and techniques but can be customized to fit your team's needs. Topics Include Lean Basics, Simulation, Culture & Change Management, 5S, TPM, Changeover, Standard Work, Hr. x Hr., Tracking Centers, Simulation, Level Production, Flow and Pull, Value Stream Mapping, Problem Solving, Leader Std Work, Value Stream Mapping.

Hoshin Kanri (2 hrs):

This course walks you through the seven steps of hoshin planning, from laying your foundation to solving problems to encouraging reflection and organizational learning. Discover how to create a vision and mission and then build a hoshin plan of long-term, breakthrough, and annual objectives. Learn about catchball and find out how to monitor the progress of hoshin initiatives.

Visual Management (1 hr):

Explore workplace visualization: a critical aspect of lean management. Learn how to bring the concept of visuality to the workplace and see how real-world companies are successfully leveraging these principles in their offices and shop floors. This course defines workplace visualization, aka visual management, and its benefits.

Lean Leaders Certification (8 hrs):

The best way to transform an organization is by inspiring behavioral change. Lean Leadership fosters the development of a continuous improvement culture through worker interaction, communication, and decision-making. Through an effective blend of tools, concepts, and coaching techniques, this program will enable you to improve your organization through efficient and effective leadership.

Agile Workshop (8 hrs):

In the Agile Workshop, your team gains a shared understanding of an Agile requirements model, starting with a vision and progressing all the way down to acceptance tests and testable examples. Leave with new ideas and a cohesive understanding of the Agile road ahead. This workshop provides you and your colleagues across all disciplines with experience dealing with complex issues facing Agile teams today so that you can work across role and function to speed time to market while increasing quality. The team workshop covers Agile basics and beyond, to provide real world, practical insights, jump start your team on their Agile journey, or take current performance to the next level.

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Leader Standard Work Development Workshop (13 CL Hrs & 13 CO Hrs):

This workshop helps leaders learn the eight major tools of the Leader Standard Work system and prepares you to implement them through practical application and coaching.

Problem Solving (4 hrs):

This course will present you with an experiential introduction to a selected set of key Lean problem solving tools. The course will cover the tools and techniques needed to become a good problem solver, but relies heavily on coaching sessions and activities to provide practice at implementing the various Lean tools.

Toyota Kata Certification (4 CL Hrs & 4 CO Hrs):

This course will present you with an experiential introduction to a selected set of key Lean leadership tools/techniques as they are related to Improvement Kata, and are necessary to sustain success in a Lean environment. This course will cover the tools and techniques needed to become a good problem solver, but relies heavily on coaching sessions and activities to provide practice at implementing the various techniques.

5S (1 hr):

5S is far more than a housekeeping initiative. 5S is a method of creating a clean and orderly workplace that exposes waste and makes abnormalities immediately visible. This course explains exactly what 5S is, where it originated, and why it's about much more than cleaning. It defines the five Ss—Seiri, Seiton, Seisou, Seiketsu, and Shitsuke—and the corresponding five steps of the modern 5S methodology. You can also learn how to create or enhance your own 5S program following this same approach.

Waste & Waste Walks (1 hr):

Any work or activity can be classified into one of three categories: value-added work, non-value-added work, and waste. Many organizations attempt to reduce the lead time or performance of their value stream by removing waste from value-added processes. However, there is far more opportunity in attacking waste itself. This course helps you identify and eliminate the seven "deadly" wastes: defects, excess inventory, over processing, waiting, unnecessary movement of people, unnecessary moving of material, and overproduction. Learn what causes each type of waste and what it can cost your organization. Plus, learn how to identify waste during a waste walk.

Gemba Walks (1 hr):

Leaders who provide targeted, ongoing coaching to their employees can strengthen their team and add value to their organization. In this course, we share the differences between managing, training, and coaching, and provide managers with coaching models and skills to support the development and growth of their employees on a gemba walk.

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Standard Work (1 hr):

This course explores the three steps of the standardization cycle, the benefits of standardization, and the four types of standard work that apply to any type of work or industry. Plus, learn why continuous improvement is such an important part of the standardization process.

Quick Changeover (1 Hr):

This course will explain a proven systematic approach to reducing machine set-up and change over times. Originally devised by Shigeo Shingo of Toyota Motor Company in the early 1950's, this lean technique can dramatically shorten set-up time.

Change Management (1 hr):

Enabling new ways of working or doing is one of the most vital steps in a successful business transformation. But a failure to establish standards for change integrity could jeopardize this transition. This course describes the practical steps and activities that need to happen during a change management execution effort.

Lean Basics (2 hr):

Lean concepts have been successfully applied to every aspect of doing business. In this course, learn the principles of lean and how they are used in processes, production, and services. This course also explains how lean thinking impacts the organization, from the overall business culture to day-to-day work activities.

Kaizen Event Facilitation (1 hr):

Learn the tools and techniques Lean practitioners can use to facilitate a successful virtual kaizen event. Patrick will provide some examples of how to use virtual tools with teams and even show how practitioners can use household processes as icebreakers or simulations to help teach kaizen principles.

Tier Meetings (1 hr):

Learn about this series of fast-paced, stand-up team meetings that aim to bring all teams in alignment with organizational goals. Regularly meeting at the team level builds a foundation of accountability, a continuous improvement mindset and helps progress sustained Lean transformation.

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LEADERSHIP & TEAM DEVELOPMENT

Adventure Experience Manistee River Trail (3 nights):

Through a custom Manistee River Trail backpacking adventure, each company's team takes on the challenges of the wilderness together, using the experience to enrich relationships and build rapport, effects that return with them to work.

Adventure Experience Pictured Rocks (3 nights):

Through a custom Pictured Rocks National Lakeshore backpacking adventure, each company's team takes on the challenges of the wilderness together, using the experience to enrich relationships and build rapport, effects that return with them to work. (Note: Must be booked 1 year in advance)

Conflict Resolution (16 hrs):

This course delivers the 8-Steps to Crucial Conversations. This workshop is interactive and activity-based with break-out sessions and real-life scenario practical application.

Critical Thinking (1 hour)::

Critical thinking is the ability to think reflectively and independently in order to make thoughtful decisions. By focusing on root-cause issues critical thinking helps you avoid future problems that can result from your actions. Learn how to define the problem you're trying to solve and use a number of critical thinking tools such as asking the 5 whys, exploring the 80/20 rule, and more.

Comfort with Risk (1 hour):

As a culture, we continue to get more and more risk averse. This course will help you step out of your comfort zone and into the discomfort of uncertainty which will reap the biggest rewards.

E-LEARNING

COURSES

Value Stream Mapping:

Value Stream Mapping is an important tool to help your business or department to improve. By accurately mapping the process, and identifying where the value and waste in that process are, you can work with the teams involved to make it better. As with many tools found in Lean Six Sigma, this approach has its foundations in working with people to build an improvement culture, rather than simply imposing a change.

Kaizen Introduction:

Lean Kaizen events, also known as Kaizen Blitz or Rapid Improvement Workshops, are a systematic approach to identifying and eliminating problems in a short period of time. A popular Business Improvement method for organizations around the world, they are proven to increase efficiency and ultimately save businesses time and money.

Mistake Proofing:

Mistake-proofing, or Poka-Yoke in Japanese, is a simple but effective way to save organizations significant sums of money. Those trained in mistake-proofing are able to identify, solve, and even prevent problems from occurring altogether. Delegates will learn techniques to fool-proof systems and improve the quality of processes to reduce the risk of mistakes occurring and save their organization time and money.

Lean Introduction:

Lean is a popular Business Improvement method adopted by many organizations around the world. Individuals with Lean awareness are often invaluable employees, contributing towards a positive and productive workplace environment. This introduction to Lean will prepare delegates with a strong Lean awareness. On course completion, you will have a true appreciation of the difference between value-added and non-value-added tasks, and be familiar with concepts such as standardization and problem-solving using PDCA.

Process Mapping:

Process Mapping enables teams to visualize what is going on in a process and identify areas in need of improvement. This course will teach you the tools and techniques to create and analyze a process map. Upon completing this course, you will be able to run basic Process Mapping workshops in any organization.

Little's Law:

Improve your time management skills with our online Little's Law training course. Little's Law is an equation that demonstrates that the more tasks we take on, the longer it will take to complete each task. The equation and theories of Little's Law are simple but effective. When applied correctly, they will transform your efficiency, both personally and professionally.

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FMEA:

Failure Modes and Effects Analysis (FMEA) is a tool for identifying all the potential failures in a process, product, system, or design. It helps teams predict and therefore prevent possible issues from occurring, saving organizations time and money. This course offers a thorough grounding in FMEA and will teach you to use the tool with success.

Change Manager Skills:

Change is an inevitable part of both our personal and professional lives. While many shy away in fear of the unknown, those with the skills to face it head-on and manage it well see challenges transform into success. This online course is a great way to gain such skills. Consisting of 23 interactive eLearning modules on each integral skill of an effective Change Manager, you will learn what it takes to be a powerful change agent that is unafraid to lead the way. From how to communicate with others effectively, to strategies for successful planning, you will complete the course with a comprehensive toolkit to Change Management.

Communication Skills:

Communication is so essential to our success, but many of us are unwittingly giving the world a message that we'd rather not. By completing this short course, you can gain insight into what you could improve on and build a plan that's tailored to you.

Kotter's 8 Step:

Change management skills are essential to anyone in a position of leadership. By exploring Kotter's 8 Step model through this interactive course, you will gain a clear guideline to implementing a smooth change process as well as essential change management skills. On completion, you will be able to apply the model to your own projects to ensure successful and sustainable change.

Giving & Receiving Feedback:

The thought of feedback can often be frightening, both for those providing it and those receiving it. Given untactfully or taken badly, it can be demotivating and damage working relationships. But when done well, feedback can be an extremely powerful and positive tool. Our Giving and Receiving Feedback training course will hone your ability to provide constructive feedback to the benefit of all involved.

Effective Meetings:

Learn to facilitate productive meetings that truly engage your team and get real results. On completion of this course, you will have gained practical facilitation skills and have a strong understanding of the dynamics and structure of an effective meeting.

GEMBA Walks:

The 'Gemba Walk' is an activity that takes management to the front lines to look for waste and improvement opportunities. This course will demonstrate how to conduct a successful Gemba Walk and identify issues that need to be solved.

E-LEARNING
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Influencing Skills:

This course explores the art of influencing and will teach you how to understand others and communicate effectively in order to gain support. Learning from effective influencers and reflecting on your own strengths and weaknesses, the course will help you become a confident and successful influencer.

Self Asteem & Assertiveness:

Gaining positive self-esteem will help you become more assertive, confident and enjoy more positive personal and professional relationships. This course is designed to help you realize your value and boost your self-esteem. You will learn how setting goals and thinking positively can increase your chance of success, and complete the course with a strong understanding of your value

Voice of the Customer:

Voice of the Customer training is essential to help you understand how to define success within your organization. This course provides huge benefits to the companies that implement it by giving them a starting point to improve and illustrate what their customers value. It also explores the importance of customer segmentation, and how certain key segments could provide the most value to your business, despite being the smallest. The five-hour interactive online course also reminds learners that it is not just those who use our products and services that are our customers; we must also recognize the customers inside our organizations and regulators.

Brainstorming:

Idea generation is a major part of many aspects of business. It often takes center stage at the start of a new project, when you take on a client, or as the first step in solving an internal or external problem. The tool most of us turn to, instinctively, when we need to generate some great ideas or solutions is brainstorming. It is something we are familiar with, often having used it at school or college.

High Performance Teams:

Learn the strategies, techniques, and communication skills needed to build and lead effective, high-performing teams that get results. On course completion, you will feel greater confidence in your ability to manage others and form positive working relationships.

Coaching Skills:

This two-hour Coaching Skills Training course begins by exploring the role and responsibilities of a coach and helps you perform a personal assessment of your current coaching abilities. You will then be provided with the knowledge, tools, and techniques to develop into an effective and adaptable coach. This includes all the essentials of coaching, from models and structures for creating successful coaching plans to the development of your coaching intuition; that voice that tells coaches what to say, how to say it, and when to say nothing at all.

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Conflict Resolution:

This course will help you develop a range of conflict management skills that you can utilize to resolve disagreements and conflicts in the workplace. It's not possible for everyone to agree all the time. It's important to learn how to manage disagreements so that they do not harm relationships.

Pressure Management:

In the competitive workplace, pride is often gained from facing high-pressure situations head-on. However, while a little pressure may keep you motivated, too much is bad for your health and not conducive to productivity. This Pressure Management training course will help you review and address your own levels of stress and give you the tools to bring balance to your personal and professional life. Topics covered in the course include emotional intelligence, optimism, and prioritization. You will complete the course with a clear vision of your overarching goals and will be armed with a personalized toolkit for managing stress and dealing with anger.

Active Listening:

Upon completion of this Active Listening course, you will be better at communicating, both in and out of the workplace. You will be able to build more productive relationships and waste less time by resolving conflicts and solving problems more efficiently.

Emotional Intelligence:

Emotional intelligence is the ability to be aware of and to manage emotions and relationships. This course will help you to develop your emotional intelligence, which in turn will help you to become more successful in your personal and professional relationships. This course will help you to develop your emotional intelligence in your personal and professional lives.

Creative Thinking:

In this online Creative Thinking course, you will learn to unleash your creative potential and encourage innovative ideas from others. Beginning by understanding your own creativity, the course will explore creativity and innovation in business, with a particular focus on problem-solving. On completion, you should feel confident in your creative ability and know how to lead idea-generating events.

Presentation Skills:

Whether it's presenting to your peers or addressing a large audience, presentation skills are essential for effectively communicating your message. This course does not claim to eliminate your nerves and anxieties surrounding presenting but will teach you to manage them and focus your energy in a more productive direction. On completion, you will be confident in planning and structuring successful presentations and have honed your skills as a public speaker.

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Stress Management:

Stress is something that we encounter constantly throughout or working and personal lives. Knowing how to handle stress effectively and recognizing it in yourself and the people around you are useful skills to have. It will help you to become a more effective team player or leader and will help you to maintain a healthy work-life balance.

8 Wastes:

The 8 Wastes is one of the cornerstones of Lean thinking due to its unambiguous focus on wasteful practices. Waste is costly for businesses, both in terms of time and resources, so the identification and removal of waste can have a hugely beneficial impact on profitability. During this training course, you will learn how we define waste, how to identify it in your place of work, and then how to remove it so that it doesn't return. Traditionally there are 7 Wastes, as part of a Lean approach, but this has recently been increased to 8 Wastes to include employee talent.

Lean 5S:

In this course, you will learn what 5S is and how to introduce and champion its benefits in your workplace. You will gain the tools and techniques required to reduce waste and increase efficiency, which will ultimately save time and money. On completion, you will be confident creating and implementing an efficient, standardized way of working and also be able to identify and eliminate problems in the workplace.

Body Language:

Body language is key to our communication, often revealing much more than what we say and how we say it. Those who are in tune to this type of communication are able to get the most out of meetings and conversations. They can read and adapt to the body language of others, influence and engage teams using their own body language, and ultimately facilitate more effective meetings.

Visual Management:

Visual Management is a simple but effective technique to standardize procedures and improve efficiency. Through the use of visual aids, everyone in an organization will know their function and how they should perform it, reducing the risk of mistakes and allowing anyone to contribute to the process almost immediately. Upon completion of this course, you will understand the concepts behind Visual Management and be ready to implement it in your workplace.

Problem Solving:

Problem-solving is an important skill to have in both your personal and professional life. The ability to identify and resolve issues saves time and money, making you a valuable asset to any organization. This problem-solving course will teach you to use data to identify issues, how to establish effective problem-solving teams, and how to structure processes in order to solve such problems for good.

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