pm-partners

Lean Thinking





Course duration: 1/2 day

Overview

Most people can feel when a process is broken. Fewer have the language to explain why, or a method to fix it. This workshop gives them both, in half a day.

Lean Thinking is a practical half-day workshop that introduces participants to simple ways of improving everyday work.

Participants explore how to define value from the customer perspective, see waste in processes, improve flow, solve problems at the root cause and make small, continuous improvements that can be sustained back at work.

The workshop is highly applied, using one of your own processes to help spot waste, map a process and commit to one specific improvement action.

Objectives

This course will enable participants to:

- Explain the principles of lean thinking and define value from the perspective of customers, stakeholders or internal recipients of work.
- Analyse everyday work processes to identify waste, flow issues, bottlenecks and opportunities to improve efficiency.
- Apply simple lean improvement tools, including problem statements, 5 Whys and PDCA, to investigate issues and select practical improvement actions within their control or influence.



Key topics

Participants work through five practical sessions that build from Lean mindset to action:

What is Lean Thinking?

Explore lean as a customer-focused, continuous improvement mindset. Identify where to spend energy using control, influence and concern.

Seeing the waste

Seeing the waste recognises the 8 wastes of TIMWOODS and practises spotting waste in a familiar process.

Value and Flow

Map the steps in a process, compare value-adding time with total elapsed time and identify where flow is slowed.

Solving Problems

Properly frame problems clearly, apply 5 Whys to dig below symptoms and use PDCA to test improvements safely.

Making it Stick

Compare Kaizen and Kaikaku, use Gemba thinking, consider AI in the right order and commit to one improvement action.

PDUs & CPDs

Participants who have been awarded the Project Management Professional (PMP)® credential by the Project Management Institute (PMI)® are eligible to earn **3.5 PDUs** for their participation in this course.

Participants holding any of the Project Management accreditations (CPPP/ CPPM/CPPD) are eligible to earn **8 CPDs** for this short course.

PMI and Project Management Professional (PMP) are registered marks of the Project Management Institute, Inc.



Course delivery

As part of PM-Partners' new integrated learning solution, this course offers students the option to attend our bespoke classroom in person or virtually by dialling in from a remote location. Trainers are skilled at both delivery methods and use the latest in virtual technology to simultaneously provide participants with the same interactive, multi-faceted and challenging learning experience.

Whichever delivery mode learners choose, comprehension and recall techniques will be used to provide them with a solid understanding of Lean thinking.

For group bookings, courses can be customised to suit your requirements and conducted onsite at your premises, at our training centre, or virtually.

- **Virtual training:** Learn more about our virtual delivery.
- **Materials:** A participant workbook is provided.

Who is this course for?

- Team members, managers and team leaders who want practical tools to improve the way work gets done.
- Programme, project, change, business analysis, service delivery and operations professionals working with processes, handovers or customer outcomes.
- People involved in internal or customer-facing services where delays, rework, duplication or bottlenecks affect performance.
- Anyone new to Lean who wants a simple, accessible introduction they can apply immediately.

Why learn with PM-Partners?

For over 30 years, PM-Partners has helped organisations uplift capability across Australia, New Zealand and South-East Asia. Our facilitators are experienced practitioners who combine real-world expertise with best-practice delivery methods. **We don't just teach AI. We show you how to apply it to create real learning impact.**

Because we turn your career goals into reality.

Poor project skills are consistently cited as a key reason for project failure. To be successful in project delivery, it's critical to invest in yourself and the capabilities of your team.

Certification and training are a critical part of that journey. But you need to know which steps to take, and when, to ensure you're heading in the right direction. That's where our expert guidance and support comes in.

Tell us where you want to go

At PM-Partners, we start every conversation with the question, 'Where are you trying to go?' We then apply our expertise to show you exactly 'how' to get there.

We believe that having the relevant skills and methodologies is critical to delivery success, and ultimately career success. Depending on your aims, our team of professional development consultants will work closely with you to create a development pathway, or team training program, that aligns with your goals.

Helping to build capability for over 30 years

Our accredited programs provide certification and development across a range of globally recognised project management and delivery streams.

Each year, our expert facilitators train and certify more than 15,000 people throughout Australia, New Zealand and South-East Asia to best practice standards. All are highly qualified practitioners in their field, and they draw from real-life scenarios and their own experience to add real value for individuals, teams and organisations.

Our promise to you

PM-Partners is committed to providing industry leading education that is relevant, up-to-date and designed to meet your specific needs.

We offer qualifications across multiple disciplines, including key products in PeopleCert's best practice portfolio, such as ITIL®, PRINCE2® Project Management, PRINCE2® Agile Project Management, PRINCE2® Programme Management, Prince2® Portfolio Management, and P3O®; APMG's AgilePM®, AgileBA®, AgilePgM™, Lean Six Sigma, Managing Benefits and Change Management; as well as the Scaled Agile Framework® (SAFe®); and Business Analysis programs from The Australian Chapter of the International Institute of Business Analysis™ (IIBA®), to name a few.

To learn more about how we can support you or your organisation, contact our team on 1300 70 13 14.

Let's shape your success!

Ready to invest in your growth and capability? Connect with one of our professional development consultants today. Together, we can craft the perfect learning pathway to meet your goals and equip you and your organisation for long-term success.



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Sales Manager



Luis Sylvester
Corporate Training Sales Consultant



Holly Barber
Corporate Training Sales Consultant



Faye Hughes
Public Training Sales Consultant



Hannah McGuire
Public Training Sales Consultant

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PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified practitioners in their chosen fields.

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