Lean Six Sigma Institute
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LEAN GOVERNMENT

DESCRIPTION

Government is a source of social growth and should be an example of efficiency in developing and carrying out processes that provide services to the public.

PROGRAM

INTRODUCTION
a. Background and history
b. Principles and Philosophy
c. What is Lean Six Sigma?
d. What is Lean Government?
DEFINE PROJECTS
a. Define government processes
b. Preparation phase
c. Strategic plan
d. Establish pilot
e. Document project and team
MEASURE SPEED AND QUALITY
a. Time and performance of processes
b. Current state value stream map of government processes
c. Validate measurement system
d. Waste in processes and variation
ANALYZE
a. Work balancing
b. Routes and balance
c. Bottlenecks and sources of variation in government processes
IMPROVE FLOW AND QUALITY
a. Housekeeping with 5S
b. Visual control
c. Continuous flow
d. Kanban for government
e. Equipment maintenance and installation
CONTROL PACE AND QUALITY
a. Standardized work
b. Error-proofing
DEPLOYMENT
a. Implement Lean Six Sigma to all other processes

OBJECTIVE

After completing this course, participants will be able to apply Lean Government to public service processes in order to generate growth and satisfaction for the public.

BENEFITS

- Improved attention to citizens
- Greater public recognition
- More effective procedures
- Increased employee satisfaction
- Lower operating costs
- Improved communication and planning
- Increased social development

WHO SHOULD ATTEND?

- Public officials dedicated to improve their processes
- Quality and improvement personnel
- High level officials

DURATION

40 hours