

Lean Problem Solving & Idea Management

Fostering bottom-up, sustainable improvement through involving everyone.

Lean Problem Solving & Idea Management is fundamental to continuous improvement and Lean. This course will give you inspiration for creating an innovative culture in your organization.

Many idea management systems or programs fail, but this course will review the characteristics of both success and failure.

- What are the ways in which ideas are surfaced and generated?
- What are the necessary roles of operators, team leaders, supervisors, managers, engineers?
- How do we document and share ideas?
- How do we run an idea management system to ensure realization of ideas?
- How does Idea management relate to Lean?

You will learn how many companies have progressed from almost no employee ideas, to several ideas per person per month. The cumulative effect of many small ideas, implemented immediately, not only has bottom-line impact but is a major way to change culture.

You will be presented with a number of take-away tools and methods for idea management.

A number of creativity tools will be reviewed.

Dos and Don'ts of idea management.

Several case studies will be presented.

Who should attend

Actually anybody involved in forming the future. This includes managers, specialists, and consultants working with strategies, innovation, development, and process improvements.

Prerequisites

A couple of years of post graduate work.

Course structure

Two consecutive days, 8:30 – 17:00.

Form

Teaching and materials will be in English.

The book "Innovative Lean" By Andy Brophy & John Bicheno, due for publication in mid 2010 is the foundation for this course and is based on years of research and case studies.

Location

Course will be held in the Copenhagen area

Course leader

John Bicheno, CFPIM, Senior researcher at Lean Enterprise Research Centre, Cardiff Business School.

John Bicheno has an exceptional theoretical and practical knowledge on Lean, and has been teaching in Belgium, Germany, South Africa, Australia and USA.

He has written several books on the subject and has developed a number of games to illustrate the principles of Lean.

John is the leader of the world's first Masters Degree educations in Lean Manufacturing and Lean Service & Administration, at Cardiff Business School.

Course Outline:

- Ideas – an Improvement necessity
 - For doing a lot of good small things
 - For stop doing bad things
 - Pareto & Ideas
 - 5 new Lean Principles for Ideas
 - Lean and Improvement
 - Reduce variation, Mistakes and Complexity
 - Idea Management
 - Communicate the Vision
 - Generate Ideas
 - Filter and give Feedback
 - Implement good Ideas
 - Communicate and spread Ideas
 - Create a culture for make all of this work well
 - Barriers to Ideas
 - Resolving, Solving, Dissolving problems
 - 9 windows
 - A3 method
 - Idea Management models
 - Kaizen
 - Roles
 - Rewards & Recognition
 - Idea generation Tools
 - Idea Measures
- Case studies: Toyota, Technicolor, Larson & Shaw, Ricoh, Dana, Baptist Health Care, Virginia Mason Hospital

(Changes / Improvements will occur)