

# Lean Service Course with Simulations

## Seeing Performance from Another Perspective

One day course including realistic simulations of a service delivery process; simulations that will demonstrate the relevance and efficiency of the Lean approach in service organizations.

### Addressing organizations' issues

In all sectors, clients are demanding a very fast response time, greater flexibility and excellent service for customers, citizens and internal staff. Yet companies striving to exceed expectations are often blocked by the ineffectiveness of the approach they use to design their services or administrative processes. The symptoms are plentiful:

- problems communicating between the different services,
- overly long response time and approval time,
- numerous information transfers causing delays,
- inefficiencies in "functional" structures,
- increasingly complex processes,
- difficulty monitoring processes due to regulatory pressures.

With its focus on both transactional and information processes and on management practices, Fujitsu's Lean Service approach is driven by world class best practices from the Toyota Production System and utilizes principles and methods that have proved their worth in the past few decades in terms of efficiency, effectiveness, productivity and organizational performance.

Consequently, the approach accurately exploits those best practices to take on process optimization and continuous improvement so organizations can surmount all their challenges, that is, slash their operating costs and improve the quality and speed of their service to customers, citizens, internal staff, etc.

### Lean Service approach course

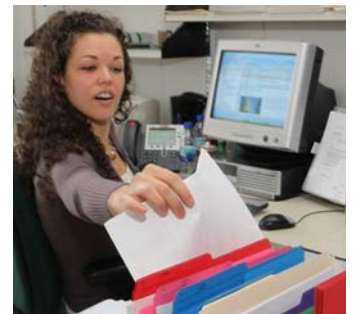
To help directors, managers and professionals properly appreciate and see the benefits of the Lean Service approach, Fujitsu's Lean National Practice offers a one day course with simulations.

The course, of interest especially to the personnel involved directly or indirectly in improving the effectiveness and quality of services delivered to the population, will allow you to:

- become familiar with the Lean Service approach and its theoretical concepts;
- see a convincing simulation of a workplace in the service sector guided by Lean principles;
- assess the potential of implementing that approach in your setting;
- discover the advantage a reorganization using Lean concepts;
- observe the approach's success by means of concrete examples;
- learn about our Lean services.



Files and other tools are used to better illustrate how the service process works.



The participants of the training take part in the simulation, which allows them to "live" the process.

## Training Day Agenda

- Introduction
- Current context of service delivery
- Practical simulation of a traditional service delivery process
- Presentation of Lean Service approach
- Lunch
- Presentation of Lean Service approach (cont.)
- Simulation of a Lean Service process
- Implementation strategy
- Discussion of next steps, evaluation and feedback

**Want to be part of the experience? Contact us!**

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### CONTACT

FUJITSU CANADA  
Quebec City 418 840-5100  
Montreal 514 877-3301  
Ottawa 613 238-2697  
Toronto 416 363-8661  
Edmonton 780 423-2070  
Calgary 403 265-6001  
Vancouver 604 669-9077  
Victoria : 250 479-2772

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