



Preparation Lean IT Kaizen Lead

Ensuring that an IT organization is competent at continuous improvement is absolutely essential to the success of Lean within IT. In the Lean IT Foundation training course, we looked at the basics of Kaizen (continuous improvement) and the DMAIC problem-solving method. This Lean IT Kaizen training will help you on your journey to mastering continuous improvement, and becoming a Lean IT Kaizen Lead. The Lean IT Kaizen Lead is someone who is involved with improvement based on Lean principles. The Lean IT Kaizen Lead may come from any level of the IT organization, in any 'department'.

Why this Lean IT Kaizen training?

We will take an in-depth look at the key aspects of organizing and running a Kaizen event. We will also investigate the DMAIC problem-solving method in substantially more detail than we did in the Foundation training. On top of this, we will use the A3 method to record and communicate the findings of our Kaizen event. This 3-day certification course provides you with the knowledge, skills and methodology required to identify, plan and implement incremental service and process improvements focused on improving the efficiency and effectiveness of any process or value stream.

What you will learn

- **Introduction of Kaizen:** Introduction and Kaizen concepts; Kaizen, Kakushin and Kaikaku; The DMAIC model; Kaizen mindset
 - **Organizing Kaizen:** Kaizen team roles; Improvement initiatives; Plan and prepare a kaizen event; Gain support; Select the team
 - **A3 Method:** Goals of the A3 Method; Difference between Summarizing, Analyzing and Synthesizing; Structure communication according to the Pyramid principle; Summarize information into the A3 format
 - **Define:** Selecting a Problem and identifying owner; Problem statement; Scope of the problem; Collect VoC information; High level kaizen plan
 - **Measure:** The three generic types of units of work; Measure and Validate Value Stream Map; Data collection plan; Qualitative and Quantitative Measurement systems; Baseline and a Benchmark; Quick Wins
 - **Analyze:** Seven basic tools of Quality; 5 whys; Cause & Effects matrix; Failure Mode Effects Analysis (FMEA)
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- **Improve:** How to identify improvement options; Idea generation techniques; Solution prioritization techniques; How to test a solution; Best and good practice solutions within IT
 - **Control:** How to ensure the sustainability of the improvement; Measurement of improvement; Control plan; Types of documentation; Communication to stakeholders

Who should attend?

The course is designed for IT practitioners interested in expanding their practical knowledge and skills to lead targeted Lean improvement initiatives focused on continual service improvement.

Prerequisites

For this course you are required to have successfully attained your Lean IT Foundation Certificate. You will need to provide us with a copy of your certificate upon registration in order to be admitted into this course.

Lean IT Kaizen Lead certification

This course prepares you for the examination leading to the Lean IT Kaizen Certificate. It is a 90 minute, 40 question, multiple-choice exam. You must attain a passing mark of 65% to attain your certificate. The Lean IT Kaizen examination is administered and marked by APMG.

About the Lean IT Association (LITA)

This lean certification is developed by the Lean IT Association (LITA). LITA is a non-profit organization and aims to provide a certification scheme aimed at practitioner organizations looking to adopt Lean IT principles in the IT Service development and operations department as well as professionals that want to be certified in Lean IT on various levels. For more information see <http://www.leanitassociation.com/>

