



### PRE-REQUISITE(S)

- None

### COURSE LENGTH & TIME COMMITMENT

- 1 day per module, plus required homework/applied learning
- 5 weeks duration

### COURSE MODULES

- Module 1  
Introduction to Lean
- Module 2  
Value Stream Mapping
- Module 3  
5S and Standard Work
- Module 4  
Huddle Boards & Visual Controls
- Module 5  
Hands on Simulation, Group Presentation & Graduation

## INNOVATION Lean Level 1 (Yellowbelt) for Service

### OVERVIEW

From education to healthcare to financial services to law enforcement, Lean has been effectively used to transform organizations far beyond the traditional shop floor. Lean is all about engaging people in the spirit of continuous improvement and Yellowbelt for Service provides an in-depth introduction to Lean with an emphasis on service environments. Facilitated by experts with real-world experience, this five-day program is focused on hands-on learning. Participants complete group simulations and homework assignments to apply the tools they learn to improve organization processes.

### LEARNING OBJECTIVES

- Understand Lean and continuous improvement principles and tools
- Develop the knowledge, skills and confidence to apply basic Lean tools and contribute fully to the problem solving or continuous improvement activities within the organization
- Be able to participate meaningfully in Lean and continuous improvement efforts

### WHO CAN BENEFIT?

Anyone currently engaged in Lean and continuous improvement efforts in a service environment or role and any employee who will participate in these efforts going forward.

### COST (includes materials, lunch and resource manuals)

CME Members \$1,435 + GST per person

Non-Members \$2,085 + GST per person