

## Lean System Primer, Part 2: Method Checklist

### PREPARATION STEPS

- Schedule 90 minutes for team training session (or schedule two 60-minute sessions)
- Set up training area with whiteboard or poster-board – have markers available
- Label four sections of the board with Standardize Process, Visualize Process, Identify Waste and Improve Process.
- Have Lean System Primer Part 2 audio loaded on device and ready to play aloud during the session
- Prepare a copy of the Lean System Primer Part 2 Notes for each person to be trained
- If needed, refresh your own knowledge of the Lean Management System – see The Essence of Lean Chapters 4 through 7, pp. 47 to 85.
- Preview listen to the Lean System Primer Part 2 audio

### 1) Welcome the team and explain the purpose of the session

- Give out the Notes copies and explain that there are three parts to this audio – this is the second
- Briefly recap the first audio: Waste and Empowerment are pillars of the Lean system
- Explain that the purpose of the session is to provide management personnel with an introduction to the Lean work improvement method

*The objectives of the session are to learn:*

*a) What is a process and a process customer?*

*b) What is Visualizing and how does it fit into the Lean work improvement cycle?*

*c) What is Identifying Waste and how does it fit into the Lean work improvement cycle?*

*d) What is Improving and how does it fit into the Lean work improvement cycle?*

*e) What is Standardizing and how does it fit into the Lean work improvement cycle?*

### 2) Listen to audio file: “Lean System Primer Part 2” (23 minutes, 9 seconds)

### 3) Ask them to explain their understanding of “process” and “process customer” (in their own words)

*“Process” is a group of related work activities that produce output for a process customer*

*“Process customer” is the user of process outputs, and can be external or internal*

### 4) Discuss each of the four activities and talk about how each one might be implemented at our organization. What problems might arise in conducting these activities?

Summarize the discussion of each of the four activities in the form of bullet points on the board under the appropriate heading for that activity.

### 5) Remind them to keep their notes in their three-ring binder

They should have their notes from the Part 1 training session already stored in their binder.