

## LITA Lean IT Foundation Premium

Lean IT Foundation helps IT organizations to ensure that they provide their customers with the best possible services. Through understanding customer value, the processes that deliver this value, the way to manage performance, the way to organize and the required attitude and behavior, IT organizations are helped to develop a continuous improvement mindset. Lean IT is complementary to all other best practice methods (such as ITIL®, PRINCE2® and P3O®).

This course covers the Foundation level certification of the Lean IT Association. Further Lean IT qualifications are Lean IT Kaizen Lead, Lean IT Coach and Lean IT Leadership. The Lean IT Foundation is the entry level certification. This certification is mandatory for the other certifications.

The primary purpose of the course is to provide a basis for accreditation of people involved with Lean IT Foundation. It documents the learning outcomes of the Lean IT Foundation and describes the requirements a candidate is expected to meet to demonstrate that these learning outcomes have been achieved.

### Détails

- **Code** : LEAN-FP
- **Durée** : 2 jours ( 14 heures )

#### Public

- IT managers
- IT Organization
- IT Professionals

#### Pré-requis

- Participants must have attended Lean IT Foundation training in order to take this exam

### Objectifs

- The principles underlying the Lean philosophy
- The importance of understanding and delivering customer value
- The way Lean looks at processes and the waste within them
- How to measure performance and the key determinants of performance
- What the organizational requirements are when implementing Lean, including the use of visual management tools

### Programme

#### Day 1 :

- Introduction of Lean
- The Customer
- The Process
- Performance

#### Day 2 :

- The Lean Organization
- Behavior and Attitude
- Problem Solving
- Wrapup and Mock Exam
- Exam

#### Module 1: Course Introduction

- Information on the course structure
- Information on the types of activities included in the course

#### Module 2: Introduction of Lean

- Lean principles and how are they related to each other
- Three causes of poor quality and their details
- Analyzing waste through analyzing activities
- Cost of poor quality
- PDCA and it's description
- Definition, characteristics, and dimensions of Lean IT
- Shingo Prize Model

#### Module 3: Customer

- Voice of customer
- Types of customer value Critical to Quality (CTQ)
- Tree and analysis of voice of customer using CTQ
- Sources of improvement opportunities

#### Module 4: Process

- Definition and key components of process
- Distinction between value demand and failure demand
- Defining SIPOC and COPIS
- Steps to create value stream map and symbols used in value stream map
- Flow principle and examples of Muda in value stream
- Examples of different types of activities: value adding, necessary non value-adding, and non value-adding
- Push versus pull
- Improving the process through 5S, Heijunka, and Improvement Plan

#### Module 5: Performance

- Performance versus results
- Key performance indicators vs. metrics
- SMART KPIs
- Three questions to define correct measurement
- KPIs and behavior
- Aspects of KPI

- Time as currency and production factor
- Skills and knowledge as capacity

### Module 6: Lean Organization

- Organizing for Lean IT
- Structure around the value chain
- Ensuring speed of communication
- Performance dialogue and feedback model
- Personal versus team performance and three topics of performance dialogue
- Visual management boards and their types

### Module 7: Behavior and Attitude

- Attitude and behavior
- Lean attitude, Lean mindset, and Lean behavior

- Characteristics of Lean Manager and Lean leadership
- Expectations of people from Lean transformation and Lean improvement

### Module 8: Problem Solving/Kaizen

- Kaizen versus Kaikaku
- Five intents and three qualifications of Kaizen
- Running a Kaizen event
- DMAIC and tools used in each phase of DMAIC

### Evaluation

- The exam is closedbook format
- The exam consists of 50 multiplechoice questions
- A minimum score of 75% is required to pass the exam
- The exam lasts 60 minutes

## Modalités

- **Type d'action** :Acquisition des connaissances
- **Moyens de la formation** :Formation présentielle – 1 poste par stagiaire – 1 vidéo projecteur – Support de cours fourni à chaque stagiaire
- **Modalités pédagogiques** :Exposés – Cas pratiques – Synthèse
- **Validation** :Exercices de validation – Attestation de stages