" EXIN Lean IT Foundation "

Course Introduction

The "EXIN Lean IT Foundation" course is designed to provide IT professionals with a foundational understanding of Lean principles and how they can be applied to the IT environment. This course aims to enhance the efficiency and effectiveness of IT services while aligning them with organizational goals. Participants will gain insights into Lean methodologies, tools, and techniques, enabling them to contribute to continuous improvement initiatives within their IT departments.

Module 1: Foundations, Customer, Process & Performance (Day 1)

• Introduction to Lean IT: Understand the basics of Lean IT and its relevance in the modern IT landscape.

• Historical Development of Lean & Toyota Production System: Explore the origins of Lean and how the Toyota Production System laid its foundation.

• Key Lean Principles: Examine core Lean principles such as Customer Value, Value Stream, Flow, Pull, and Perfection.

• Waste Concepts: Learn about Muda, Mura, Muri, and how to classify activities in IT.

• Plan-Do-Check-Act (PDCA) Cycle: Grasp the PDCA cycle and its application in continuous improvement.

• Definition & Dimensions of Lean IT: Delve into the dimensions of Lean IT including Customer, Process, Performance, Organization, Behavior, and Attitude.

• Key 'Players' in Lean IT: Identify the roles and influence of key players in Lean IT.

• Lean Principles in Context: Study the relationship between Lean principles, waste identification (TIMWOOD with Talent), and the cost of poor quality.

• Lean IT and Other IT Frameworks: Analyze how Lean IT integrates with other IT frameworks like ITSM.

Module 2: Customer Dimension

• Voice of the Customer (VoC) & Customer Types: Learn how to capture and utilize VoC in IT services.

• Types of Customer Value: Explore different types of customer value and the factors influencing it.

• Critical to Quality (CTQ): Understand how to build CTQ trees to enhance quality.

• Sources of Continuous Improvement Opportunities: Identify opportunities from VoC, VoB, VoP, and VoR.

Module 3: Process Dimension (Part 1)

• Definition of Process and Key Components: Investigate the essential components of a process, including goals, results, inputs, and outputs.

• Push vs. Pull Systems: Differentiate between push and pull systems in an IT context.

• SIPOC Model Introduction: Learn the basics of the SIPOC model for process improvement.

• Value Stream Mapping (VSM) Basics: Understand how to use VSM for waste identification.

Module 4: Process Dimension (Part 2) & Performance Dimension

• Process Metrics: Study critical process metrics such as Cycle Time, Takt Time, Lead Time, Waiting Time, WIP, and Throughput.

• Process Improvement Methods: Explore methods like Heijunka and 5S for process enhancement.

• Value Demand vs. Failure Demand in IT: Differentiate between value demand and failure demand.

• Performance Definition vs. Results: Understand how performance is defined and measured.

• KPIs & Process Cycle Efficiency (PCE): Learn about key performance indicators and PCE.

• Role of Skills & Knowledge in Performance Improvement: Examine how skills and knowledge contribute to performance gains.

Module 5: Organization, Behavior, Problem Solving & Kaizen (Day 2)

• Lean Organization Dimension: Understand the organizational requirements for Lean IT.

• Customer Orientation & Empowerment: Learn how to empower frontline staff for better customer orientation.

• Performance Dialogue Concepts: Explore the importance of performance dialogues in Lean IT.

• Visual Management & Boards: Discover the role of visual management tools like Kanban in Lean IT.

• Behavior & Attitude Dimension: Study the characteristics of a Lean mindset and behaviors.

• Lean Leadership: Analyze the role of managers and Lean leadership techniques such as Gemba walks.

Module 6: Problem Solving & Kaizen

• Kaizen vs. Kaikaku: Differentiate between continuous improvement and radical change.

• DMAIC Overview: Learn the DMAIC methodology for problem-solving.

• Define, Measure, Analyze: Gain skills in problem definition, measurement tools like Pareto charts, and analysis techniques like the Ishikawa diagram and 5 Whys.

• Improve, Control: Discover improvement strategies and control measures like Poka Yoke.

• A3 Method: Understand the A3 problem-solving method.

• Application of Tools: Learn how to apply Lean tools across DMAIC phases and prioritize improvements by feasibility and impact.

Module 7: Implementing Lean IT

• Planning and Executing Lean IT Initiatives: Gain insights into planning and executing successful Lean IT projects, including stakeholder engagement and resource allocation.

• Overcoming Barriers to Lean IT: Identify common challenges and barriers to Lean IT implementation and strategies to overcome them.

• Case Studies and Best Practices: Analyze real-world case studies and best practices to understand practical applications of Lean IT in various industries.

Module 8: Preparing for the EXIN Lean IT Foundation Exam

• Exam Structure and Format: Familiarize yourself with the format and structure of the EXIN Lean IT Foundation exam, including question types and scoring.

• Review and Practice Questions: Engage in a comprehensive review of course content and practice with sample questions to reinforce learning.

• Final Tips and Strategies: Receive final tips and strategies for success on the certification exam, focusing on time management and question analysis.

Course Conclusion

This course equips IT professionals with the essential knowledge and skills to apply Lean principles within their organizations, driving efficiency and continuous improvement. Participants will leave with a robust understanding of Lean IT concepts, ready to tackle the EXIN Lean IT Foundation exam and implement Lean strategies in their daily work.