

Building Organizational Capacity: Training Opportunities

Fleming and other public sector and private sector organizations are sharing Lean knowledge and tools.

In 2011 a “Lean Implementation” Roadmap was introduced to Fleming College to guide the implementation process of Lean as it is a new concept in the public sector. With all new initiatives it is important to give clear and concise information in order to ensure maximum understanding and importance. This is the

third Lean update.

Since the inception, Fleming College has gone through the pilot stage, began 4 Value Streams (Lean Event), and in January assembled a Steering Committee to help guide our processes going forward. Each group that has participated in one or more of the Lean events has learned about Lean philosophies and methodologies. From Fleming’s first four value streams, this includes staff from Academic Operations, the Registrar’s Office, Counselling and Academic Schools. Now we are developing new opportunities to learn by offering workshop opportunities in March.

We are offering two half-day workshops to Learn Lean tools – open to anyone who wants to learn about Lean and take the lead in tackling a process problem in their work area.

We are offering new learning opportunities broken into two-half day workshops; the first half-day will occur on:

Tuesday March 5th, 2013 - 8:30am - 12:00pm:

This half-day workshop will provide an overview of Lean and will include staff from Algonquin College sharing what they have learned in the past seven years of Lean, using case studies of efficiency successes.

Tuesday March 26th, 8:30am - 12:00pm:

This half-day workshop will introduce participants to the basic tools of value stream mapping – the most important tool used in applying Lean. It will be applied learning and participants will be asked to select a small process in their work area that they would like to tackle using Lean. Ongoing coaching and support from Lean experts will assist the value stream leader in the process mapping and implementing Lean improvement strategies.

Who Should Attend the Training?

If you would like to tackle a process in your work area to be more efficient, consider this training opportunity. You need to ensure that you have a small team of others who also work and/or are impacted by the process. You must also ensure that you and the others have the time to devote to a value stream mapping exercise after the workshop. This is typically a one day session for both current state (how does the process work now?) and future state (how do we want the process to work?);

smaller rapid improvement sessions (“Kaizens”) that can be as short as an hour or as much as a full day (depending on the complexity) should also be factored into your time.

Think small when selecting a process so that you can learn the tools and solve a problem in your area quickly and successfully. A small Lean project can be as simple as how staff and students get their parking passes or how office supplies get ordered in your work area. As the value stream leader you need to be able to attend both half day workshops, however, your small team need only attend the first half day.

How Do I Sign-up?

Please contact Trish O’Connor at ext. 1067 by: **Monday February 25th, 2013** to sign up.

More Learning about Lean

Fleming has been meeting with other organizations in the community to share best practises regarding Lean. This has included representatives from local manufacturing as well as the public sector. Our regional hospital (PRHC) has made some significant improvements to emergency room wait times as well as many other patient care and administrative processes using Lean concepts; they have generously shared their tools and key findings with Fleming. Fleming in turn, has shared our experience and some of our tools we utilize with the City of Peterborough.

We are continuing to work together with the manufacturing sector and plan to formalize our group. This informal learning may lead to collaborating on more formal training and workshop processes as we all move further down the road to implementing the benefits of Lean. We also plan to extend our learning from the manufacturing sector to our student learning experience, most particularly in the skilled trades.

Outside of the region, we are planning a meeting of all community colleges in Ontario who are using Lean to share best practises within the college sector.

Lean Steering Committee

To help guide future implementation of Lean, a Steering Committee has been established. The following staff and student representatives comprise the committee: Diana Collis; Kathy Hokum, Nicole Kerr, Sue Kloosterman, Thom Luloff, George MacDougall, Maxine Mann, Mark Morden, Trish O’Connor, a Student Association representative (TBD) and Brian Baker/ Sonia Crook are ex-officio members. This group represents a cross-section of stakeholders and perspectives at the college, please contact them if you have suggestions, questions or concerns about Lean at Fleming.

Fleming now has a Lean Steering Committee with a cross-section of staff, students, faculty and administration from different areas of the college.

We are also developing a Lean resource library and a visual report card to annually report our metrics. Stay tuned for more updates!