Lean IT Workshop

Every enterprise relies on quality information and effective information systems to deliver value to their customers, as a vehicle for automation, communication, and knowledge management, and as a force for change. IT plays a vital role in supporting the enterprise Lean transformation, providing agile, adaptive and innovative information systems.

When developing Lean capability within the enterprise, leaders invest in Lean education for operational leaders and managers, but too often, IT team members are left out. As a result, many IT investments result in tremendous waste, cost, risk, frustration, business disruption, lost productivity and opportunity, and act as an anchor, slowing the enterprise Lean transformation journey down.
This workshop is designed for IT team members and non-technical specialists alike, who wish to understand the value of IT capabilities, and how they may contribute to enterprise-wide continuous improvement, innovation and transformation.

In this workshop, participants will learn how the fundamental Lean principles, practices, and management systems may be applied to Agile software development, IT services and operations (ITSM/ITIL), and project management. Attendees will participate in hands-on exercises and group discussions, gaining practical knowledge and examples they can adapt and apply within their organization to support and sustain improvements throughout the enterprise.

Participants will learn:

- How Lean IT supports and sustains enterprise-wide Lean transformation
- How to identify and eliminate information waste
- How to apply A3 thinking to an IT related business problem
- How to apply Value Stream Mapping to information systems scenarios
- How to define and measure an IT-enabled Value Stream
- How a Lean approach to project management delivers value faster while reducing risk
- How to integrate IT capabilities into business processes, product development, and service delivery
- How to create “Lean ERP” to encourage continuous improvement
- The role of Business Intelligence in the Lean organization
- What Lean Leadership and the Lean Management System are, and how they align improvements with strategy, leverage scarce resources, improve organizational decision making, and optimize innovation and value delivery

Who Benefits:

- Anyone in the business who partners with the IT organization to improve business processes
- CIO’s, CFO’s, COO’s and their direct reports
- IT Directors and Managers
- Lean leaders and change agents, operational leaders and professionals who want to improve IT performance and value
- All IT staff members (infrastructure, developers, business analysts, application support, DBA’s, administrators, helpdesk, etc.

Facilitator:

Steve Bell, Lean4NGO
Steve is a Shingo Prize winning author of three books on Lean thinking. He serves on the faculty of the Lean Enterprise Institute, and travels worldwide presenting workshops, leading Gemba walks, and advising clients on applying Lean IT principles and practices to solve their daily business challenges through his consulting firm, Lean IT Strategies, LLC. He is co-founder of Lean4NGO.

What past course participants are saying:

I enjoyed hearing some experiences from others that can help us grow our own Lean Thinking and Doing
Melissa B., Sr. IT Strategic Relationship Manager

The workshop was very fluid, flowed depending on participant questions and areas of interest. I will apply 5S to my own environment right away!
Lisa D., Corporate IT, Global Desktop Management

I understand now that we are on the right track and that it is a challenge. The offline conversations helped too.
Sarah T., Program Analyst and Process Improvement

This deepened my thinking on IT Value Streams.
Shannon R., Senior Systems Manager

Great overview, relevant to what we need to do
Lance R., Information Systems Manager

Resources:
To help you learn more about the vital role IT plays in a Lean Transformation, visit this link http://www.lean.org/BookStore/ProductDetails.cfm?SelectedProductId=317&ProductCategoryID=3 to read excerpts from the book, *Lean IT*: *Enabling and Sustaining your Lean Transformation*, articles, and case studies on the subject of Lean IT.

Date, Time, Location:
Date: 16 May 2012
Time: 08H00
Venue: Convention Dynamics
Erf310 Kruin Street
Harmelia
Isando
Access link for directions:
http://www.conventiondynamics.co.za/ConventionDynamics_Map.pdf

Cost:
R3500.00 excl VAT for 1-day workshop.
This fee includes lunch and refreshments.

Registration:
Please complete the attached registration form or contact Lisa Mulder at 021 406 1477 or leaninfo@gsb.uct.ac.za.

Regards,

Prof Norman Faull
CEO: Lean Institute Africa

Last, but not least, please diarize the Lean Summit Africa from 10-12 September 2012 at the Cape Town International Convention Centre or go to www.lean.org.za to register.

Lean IT Workshop Registration Form

Johannesburg 16 May 2012

Organisation name:		Organisation contact person:
Telephone (w):	E-mail address	VAT registration No
Postal address:		

Title:	Participant surname:	First name:	Dietary Requirement:
Job title:	Cell number:	Email address:	
Title:	Participant surname:	First name:	Dietary Requirement:
Job title:	Cell number:	Email address:	
Title:	Participant surname:	First name:	Dietary Requirement:
Job title:	Cell number:	Email address:	
Title:	Participant surname:	First name:	Dietary Requirement:
Job title:	Cell number:	Email address:	
Title:	Participant surname:	First name:	Dietary Requirement:
Job title:	Cell number:	Email address:	

Workshop Fee: R3 500 per person, excluding VAT		
No. of participants ..... @ R3 500.00 ea (excluding VAT)	R	Signature of person authorized to approve expenditure:

In the event of cancellation, 50% of fees will be credited provided cancellation in writing is received at least 5 working days prior to the event. After that date, no credits or refunds will be made. You are however welcome to provide a substitute. Please notify the LIA office in writing of any such substitution. Submission of a registration form shall be deemed to be acceptance of the organisers' terms and conditions, and shall be jointly and severally binding on applicant and the applicant's corporate entity.

PLEASE COMPLETE AND RETURN THIS FORM TO THE LEAN INSTITUTE AFRICA

(NB: Please contact the LIA office if you do not receive registration confirmation within 2 working days)

Attention: Lisa Mulder ● Telephone: 27 21 406 1477 ● Email: leaninfo@gsb.uct.ac.za