

Western Mass Chapter #19 APICS

March 16, 2010 – Professional Development Meeting

Lean Office Essentials Experience - Principles of Lean Office

Conducted by the Massachusetts MEP
(Manufacturing Extension Partnership)

Note: This is an afternoon session and in conjunction with our 50th year anniversary, you are invited to stay afterwards for Hors d'oeuvres. Bruce Chartier, our chapter VP and historian will provide a brief talk of our first 50 years. This will also provide a great opportunity to get into more Q&A and networking

On the following page you can see an outline of the workshop to get more of the details of what will be covered and the format. Because of the arrangements needing to be made, we will need your DEFINITE reservations ASAP, and any cancellations can be made up until the preceding day, Monday March 15 2010. Regular rates will apply

RESERVATIONS

Call Jack Perazella (413) 527-2842, or email at japer@juno.com by Saturday, 3/13/2010.

AGENDA

Check-in: 12:30 PM
Program: 1:00 - 3:30 PM
Hors d'oeuvres, etc: 3:30 - ???? PM

PRICE

Members: \$25.00
Non-Members: \$35.00
Students/Retirees \$20.00

DIRECTIONS to Yankee Pedlar at intersection of routes 5 and 202 in Holyoke:

From I-91 North: I-91 to Exit #16 for Rte 202. At end of ramp, bear right and proceed about ½ mile down to Rte 5. Yankee Pedlar is to the left just across the intersection.

From I-91 South: Exit #16 for Rte 202. At end of ramp bear left and proceed as above.

From Mass Pike: Exit 4 for I-91. Take I-91 North to Exit 16 and proceed as above.

Lean Office Essentials Experience - Principles of Lean Office

Are you losing money due to low productivity in your front office?
Do you miss deadlines due to an inefficient process?

Implement Lean Office today - streamline your processes and impact your company

This hands-on simulation is designed to introduce the participants to lean concepts, allow them to experience changes to a process, and motivate them to desire improvements in their pre-production processes. Office processes are composed of individual tasks. Processes are generally developed over years of time and normally contain steps that are no longer required. A lean office is an environment where each of these processes has been evaluated and streamlined for maximum efficiency. *Lean is not just for the shop floor anymore.*

Another goal of Lean Office is to eliminate wasted movement by locating the personnel necessary to perform the task together.



There are three rounds in the simulation. Prior to each round, office lean concepts and tools are presented which will allow participants to experience significant improvements:

- Traditional Office Process
- Cellular Layout and Elimination of Non-Value
- Added Steps
- One-Piece Flow with a Pull System and Work
- Balancing
- Cross Training and Flexible Workforce

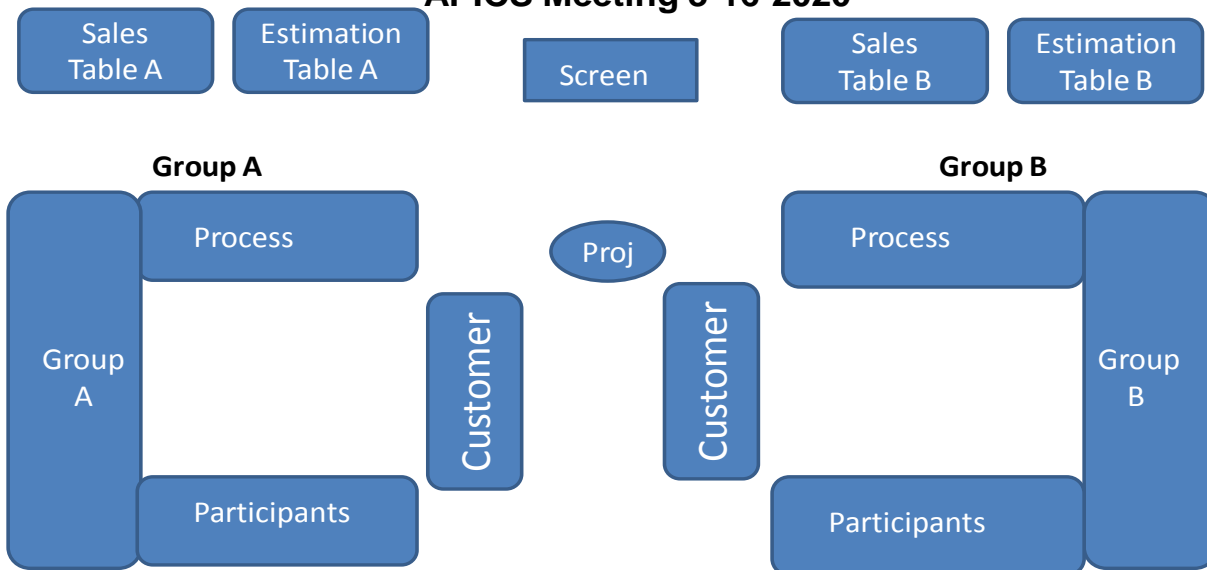
A hands-on approach is used as participants become employees of a fictional company Widget Works. The quotation process must be improved to handle the changing demands of the business. Quotations are processed by the participants and changes are introduced in each round. The quotation process is used because most office personnel have some knowledge of this process.

Improvements made in the simulation are representative of changes that can be made to any office procedure. Dramatic results are achieved and the changes are measured and discussed after each round.

Tuesday, March 16, 2010 1:00 – 3:30 pm Yankee Pedlar Inn 1866 Northampton St. Holyoke, MA

Widget Manufacturing Co. Office Layout Chart

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Each group will consist of a core team of 6 people, 3 customers and 2 wasteologists. The remaining participants will be rotated in and out of either the customer and/or wasteologist's role each round depending on total participants.

Equipment/Materials needed: Screen, (6) 3' x 6' tables & chairs; (6) 2' x 3' tables; additional chairs for observers and attendees.