

Training: Lean IT
Lean IT Foundation



FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	500 EUR	2 days
Traditional	Digital materials	500 EUR	2 days
Traditional	CTAB Tablet	600 EUR	2 days
Distance learning	Hardcopy	500 EUR	2 days
Distance learning	Digital materials	500 EUR	2 days
Distance learning	CTAB Tablet	600 EUR	2 days
ADDITIONAL OPTIONS			
Exam during the training		190 EUR	
Online exam at home		215 EUR	

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm
Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING TERMS

2019-10-28 | 2 days | Warszawa
2019-11-18 | 2 days | Kraków

TRAINING GOALS:

IT organizations are constantly seeking new ways to improve customer satisfaction, service quality and value for the business. Lean IT is applied to transform your IT organization to a customer-focused, efficient and transparent IT organization that can deliver sustainable results to the business. The **Lean IT Foundation training** covers all elements to introduce you to Lean IT. After completion of the training, you will be able to participate effectively in a Lean IT transformation program.

The **Lean IT Foundation Training** is two days. During the training, you will learn the fundamentals of Lean and how to apply Lean in an IT domain. In the training you will practice with exercises to build hands-on skills. The training will introduce you to the softer aspects of Lean IT like change approaches and how to change people's behavior and attitude. All the exercises are related to ICT, but no technical IT knowledge is required. This course is delivered using an exciting case study designed to further enhance the candidates understanding of Lean IT. Students who have attended this course are prepared to successfully take the associated **Lean IT Foundation certification exam** which is a requirement for attending any of the further Lean courses available in this track.

At the end of this course, you will be able to:

- Understand the concepts behind Lean and how Lean can be applied in IT
- Analyze customer value and translate the voice of the customer to processes
- Understand Lean concepts as customer value, value streams, flow, pull, perfection
- Diagnose and improve processes with value stream mapping
- Problem solving with the Kaizen approach
- Work with the DMAIC improvement cycle
- Designate improvement activities that improve process results
- Understand what behaviors & attitudes are essential within Lean organizations
- Prepare the student to take the **Lean IT Foundation Certification exam**

CONSPECT:

- INTRODUCTION TO LEAN
 - Introduction
 - The history of Lean
 - The key elements of Lean
 - The concept of Waste, Variability and Inflexibility
 - The five dimensions of Lean IT
- THE CUSTOMER
 - Customer Value
 - Voice of the Customer
 - Value-add and non-value-add work
 - Critical-to-quality tree
 - Value streams in IT
 - Cost of Poor Quality
- THE PROCESS
 - The concept of a process
 - SIPOC diagramming
 - Creating a Value Stream Map
 - Analyzing a Value Stream Map
- PERFORMANCE
 - What is performance?
 - Key Performance Indicators
 - Operational Process Efficiency
 - Skills and Knowledge matrix

- ORGANIZATION
 - Organizational structure and customer focus
 - Performance Dialogue
 - Visible Management
 - Day Start and Week board
- PROBLEM SOLVING
 - Structured Problem Solving
 - KAIZEN approach
- BEHAVIOR & ATTITUDE
 - Lean Leadership & Behavior
 - Organizational Change
 - Change Story
- EXAM PREPARATION
 - Sample Exam
 - How to prepare for the exam Check Out

REQUIREMENTS:

There are no pre-requisites for this course, although a basic knowledge of IT concepts will be helpful.

Difficulty level



CERTIFICATE:

About the Examination:

- The EXAM tests for the new style LITA (LEAN IT Association) 2015 Foundation Certificate.
- The exam is closed book with forty (40) multiple choice questions.
- The pass score is 65% (26 out of 40)
- The exam lasts 90 minutes. The exam can be taken in two formats: Paper based or Online.

TRAINER:

Autoryzowany trener Lean IT.