

Overview:

Your team is tasked with receiving multi-million dollar aircraft that are in need of repairs which require a) submitting purchase orders & work orders using a real-time live PC-based back office and b) physical part upgrades and/or repairs to these fully functioning RC Helicopters. With this environment, we teach & apply Lean tools and principles to improve your team's results – including the use of Morae.

What You'll Find:

Come to class and you'll be given a PC and a process. Many companies say 'Lean Office' or 'Office Simulation' but *nothing* comes close to our training

Our simulation is real-to-life and will challenge your team to use Lean Six Sigma tools, tap the group's intellect, and build consensus around a course of action. If your team doesn't provide a data-centric justification to make improvements (read: use the tools), then we'll send them back into 'chambers' until they learn how. But don't worry – we'll be there to help every step of the way. For readers that are still pondering the multi-million dollar comment above – these fully functional Helis' are expensive, but not quite that expensive.

Course Description:

TGG can deliver this simulation course to a number of different audiences; from those who want to experience a basic simulation to those who are searching for a new and advanced training simulation. If you play a leading role in your organization, we can even teach you to deliver this internally to your corporation.



We use 16" remote controlled helicopters that can be fully disassembled in class. One lucky student will be the pilot-in-command!

At a Glance:

Course Length:

- 4.5 days in length
- Optional homework & reading assignments given prior to class
- Experiential, hands-on training
- FUN

Agenda

Our agenda will vary based on your class & audience requirements, but the side table has an outline of tools that we cover.

The advantage of HeliSim over other Lean training simulations include:

- Real life use of the PC. In this simulation team members will use email and other software tools to manage the back office
- Combination of a 'manufacturing' simulation and a 'Lean office' simulation – in one
- Due to the sophisticated nature of these Heli's there is application to all LSS tools – including root cause failure analysis. We can even modify it to TPM if necessary
- Excellent training environment for practitioners that work in completely transactional environments in need of hands-on training on how to use Morae Recorder, Observer, and Manager

Key Learning Outcomes:

1. Learn how to apply 'shop floor' Lean tools:
 - 5s & visual controls
 - Standard work
 - VSM
 - Process mapping
 - Kanban
 - SMED
 - Daily management
 - TAKT time
2. Learn how to apply 'transactional' Lean tools to PC processes
 - PQPR
 - Functional fields
 - Transactional command length
 - Morae recording & analysis tools
 - OPCE
 - TGG's hand-off map graph
3. Appreciate the power of teams & application of Kaizen

MORAE. customer experience software

Who Should Attend

- Lean Practitioners
- Six Sigma Belts
- Consultants
- Team Leaders
- Your upcoming Kaizen team

Location:

Refer to 'Pricing & location summary'

Other Specifics:

Class size 12 - 15 students

