

Overview:

If you were challenged to describe any process you'd likely do one of two things: 1) explain how you *think* the process works, 2) explain how you *wish* the process works, but it's extremely unlikely that you'd explain how the process *actually* works. That's where Genba comes in and it's defined: "the actual place" or "the real place."

Who Should Attend

- Managers, Champions
- Lean Practitioners
- Six Sigma Belts
- Continuous Improvement (CI) Practitioners

Morae software allows us to go to the Genba and record the computer screen, keyboard, and user and begin breaking down the process using teams of observers. The software efficiently allows SME (subject matter experts) team participants to then log a) task markers, and b) improvement markers.

In the past, transactional processes were mapped with 'brown paper' and 'post-it notes' - Morae is long overdue! The software and LeanPC methodology can be used for any computer related process – but it can also be used in manufacturing for changeover studies (SMED).

LeanPC is often asked – what types of processes (call centers, accounting, etc.) does this work best for; but it's really asking the wrong question. The right question?

How much time do your employees spend on their PC's every day.

As you begin observing the real work place you can find numerous areas where your employees can be more productive.



Location:

Refer to 'Pricing & location summary'

Other Specifics:

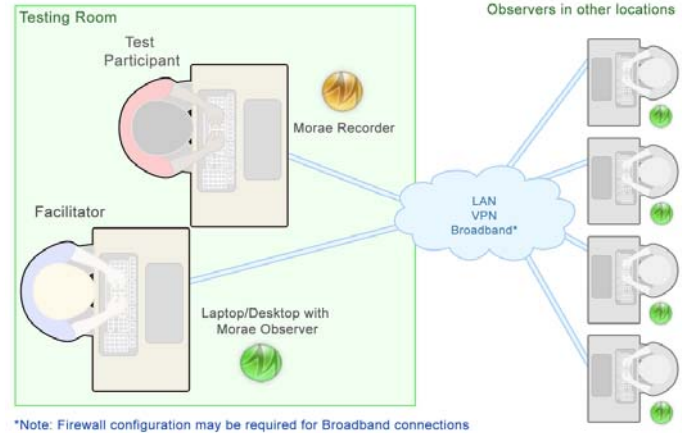
Class size 12 – 16 participants

Virtual training length for this course is
(16) hours total

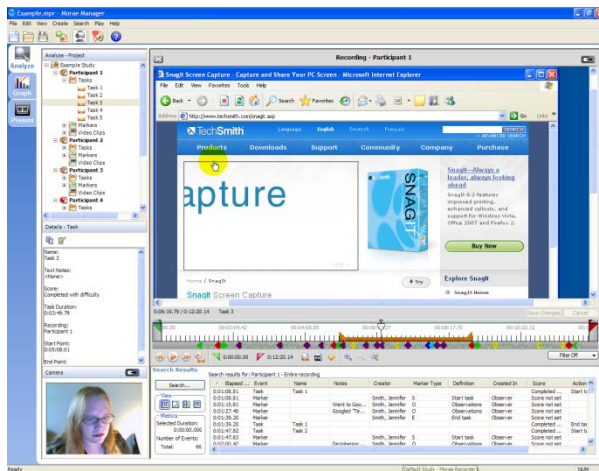
At a Glance:

- (4) day training
- Understanding recorder, observer, manager
- Understand how to set up configuration files & survey questions
- (3) live hands-on Morae recording training simulations
- Course pre-reading required

- ### Data!
- Keystrokes
 - Mouse clicks & scrolling
 - Windows & menus visited
 - Screen text
 - Markers
 - Process times (time -study)



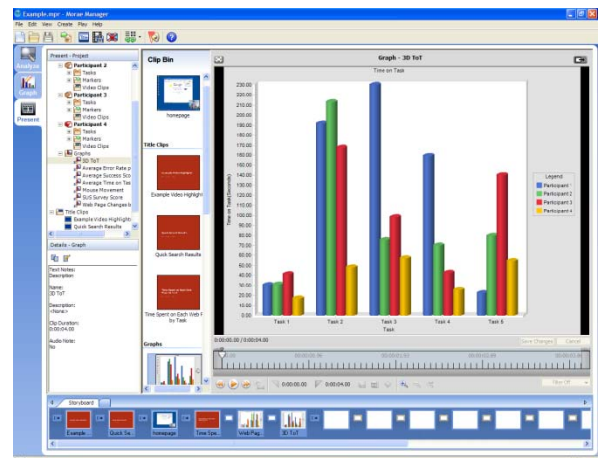
These three principles are key to successful change in a transactional environment – begin growing more leaders in your organization today!



ANALYZER

Manager also allows you to graph time on task, marker opportunities, and even build a video clip bin where you can present excerpts of what your team discovered.

Morae manager allows the team to compare the observations that were noted in the recorder/observer phase and to begin working through the data.



PRESENTER