

Lean Practitioner/ Leader

5 Day Course and
Coaching Support

In-line with:
ISO 18404

Available Virtually



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Executive Summary



Kinetik has worked with dozens of organisations in process improvement interventions – to date we have trained over 500 people in Lean methodology



We will help your organisation to gain Lean process improvement competencies, and prepare you for ISO 18404 certification



Our support will help you create Lean capability in your organisation and accelerate process improvements, reducing costs, avoiding costs, improving revenue or improving reputation/quality













We will coach and train your team using extensive methods to embed capability and supplemented with an on-line classroom platform



We support you on your journey to meet the ISO standard

The ISO Standard 18404(2015)* defines the competencies with regards to process improvement. Our support is focused on Lean based process improvement. We will help your organisation to gain Lean Practitioner and Lean Leader competencies, and prepare you for certification.

The table below shows your milestones, reference to competency and the support we will provide.

	Your Milestones	Our Support	Required for	
			Lean Practitioner	Lean Leader
Training	<ul style="list-style-type: none"> Understanding of Lean: its principles and application 	<ul style="list-style-type: none"> Our 5 day intensive training on Lean 'Learning by doing' 		
	<ul style="list-style-type: none"> Apply knowledge of Lean by embarking on lean projects 	<ul style="list-style-type: none"> Assessment of evidence using our portal Access to templates Review of project A3s Coaching and peer to peer learning 		
Coaching Support	<ul style="list-style-type: none"> Managing Lean projects 	<ul style="list-style-type: none"> Assessment of evidence using our portal Coaching support on project and change management 	 Some areas only	
	<ul style="list-style-type: none"> Training others in Lean 	<ul style="list-style-type: none"> Access to training materials and resources Coaching support on rolling out training 		 Most areas
	<ul style="list-style-type: none"> Prepare and submission for your ISO assessment 	<ul style="list-style-type: none"> Review of documents Mock Exam 		

*The International Organization for Standardization (ISO) is the an independent, non-governmental international organization that sets global standards in products, managing processes, delivering a service or supplying materials. More at iso.org.

Benefits of our support for your organisation

We will teach you the advanced tools of Lean, and help you to execute projects that deliver bottom line benefit to your organisation; reducing costs, avoiding costs, improving revenue or improving reputation/quality. Our support will help you create Lean capability in your organisation and accelerate process improvements.

You will take a major step towards your staff becoming ISO 18404 certified in Lean Practitioner/Leader, improving the reputation of your organisation.

Who should attend?

This course with coaching support is aimed at organisations who want to build capability in Lean skills both at Practitioner/ Leader level. Attendees will have a passion for continuous improvement and want to learn and implement a structured approach for process improvement using Lean.

How do you run your interventions?

We run our coaching support with a team dedicated for your organisation. We use extensive methods to embed capability and supplemented with an on-line classroom platform. We can also support you fully virtually.



Why Kinetik?

We are more than just trainers. We have designed, supported and implemented lean change for global companies including: ADP, Hertz, Fluorocarbon and Nations Trust Bank. Our consultants are experts in complex processes and in delivering change projects.

For in-house coaching, we tailor our delivery plan to suit your requirements considering your current status, issues and opportunities, in order to maximise our value. During training and coaching we work with your existing processes to accelerate 'learning-by-doing'.

After initial training, our coaches will help your staff to apply knowledge in team projects and gather sufficient evidence.






Your staff can opt for either the 'Lean Practitioner' or 'Lean Leaders' based competence work, dependent on your needs.

We will assess each team member to ensure they have evidence for relevant competence. We will support team members with a mock assessment in preparation for submission for the ISO Standard. For formal assessment, we will refer you to an independent assessor to submit for the ISO 18404 standard.






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How will we support you?

-  Training using your own organisation processes as a basis
-  Review your evidence gathering on your application of Lean
-  Coaching support on projects and building competency
-  An online platform for evidence gathering and peer to peer learning
-  Helping you submit for the ISO 18404

We provide you with online classroom platform:

-  Gather sufficient evidence for ISO assessment
-  Access to online knowledge for you to embellish your knowledge
-  A collaborative area for peer to peer support
-  Receive coaching and feedback on your projects
-  Templates to support project execution

Initial Training

As part of our support we run an engaging 5 day training programme (aligned with ISO 18404 competencies) with clear learning objectives and outcomes. This will be aided by an assessment for assurance of competency.

Agenda

Day 1	Day 2	Day 3	Day 4	Day 5
Understand your own process challenges	Understand the voice of customer	Understand Lean in your workplace - setup change	Explain the management of productive time	Use RACI for collaborating working
Experience the power of Lean with a simulation	Apply the use of takt and cycle time	Use analysis and problems solving tools (fishbone, 5 whys)	Explain the use of workload planning	Explore stakeholder management techniques
Prioritise opportunities suitable for Lean	Describe value and non-value add (7 wastes)	Use analysis and problems solving tools (SECAR)	Understand how to implement organisation change – creating a roadmap	Explore communication planning for Lean
Understand the benefits of Lean and its measurement	Understand Lean in your workplace - standardised work	Use analysis and problems solving tools (DILO)	Understand how to implement organisation change – managing resistance	Explore how to work on team based change projects
Explain the 5 Lean Principles including value stream map of one of your processes	Understand Lean in your workplace - visual management and error proofing	Test creative thinking tools (TRIZ)	Plan on problems solving using the A3 approach	Explore how to create a continuous improvement mindset

Frequently Asked Questions

What is the ISO 18404?

The ISO have released a framework for Lean and Six Sigma Capability, the 'ISO 18404(2015) for individuals'. It is a recognition of competency (skills and abilities).

What levels of Competence are there?

There are three roles for Lean: Practitioner, Leader and Expert. Kinetik provides support for Practitioner and Leader.

What happens when the individual leaves the organisation?

The certification is portable; it can be moved from organisation to organisation, and so a long-term investment for the individual and for your sector as a whole.

What is difference about this certificate compared to other certification bodies?

The ISO is based on competence level, not 'book knowledge' or on passing an exam.

*"Candidates will be expected to demonstrate that they have an adequate level of competence, an amalgamation of education, training, skills and experience necessary to fulfil their roles"*¹

Is there a renewal process?

There is annual renewal: each person will need to "Prepare a portfolio of evidence of work experience" which will be required for confirmation.

What commitment will an organisation need to make towards gaining this competency?

Your organisation will need to support Lean Project implementation including providing sponsors and champions. Staff who meet the competency will need to keep an ongoing record of their skills and experience. You will need a process to monitor and measure improvement from Lean.

Can Kinetik deliver its support service virtually?

Yes we can. We have a virtual learning platform and make significant use of Zoom/Microsoft Teams, Miro and other cloud based technologies to deliver a fully virtual service if required.

1. "BS ISO 18404:2015 - Competencies for key personnel and their organizations in relation to Six Sigma and Lean implementation." BSI. 2015.

Consultancy profile

kinetik solutions is a UK based company which was formed in 2007. We deliver business transformation, process excellence and change management in operational settings. We have delivered work to several large and global organisations around the world and have an international pedigree of experience including Australia, Brazil, China, Mauritius, Sri Lanka and (naturally!) Europe.

We are the catalyst for operational change. In order to make change effective for our clients, kinetik solutions has developed three solutions areas which can be adapted for your organisation. We take pride in working with clients for sustainable results above all else. Each member of our team has extensive experience in large scale transformations in both private and public sectors with at least 10 years of senior business or consulting experience. Most importantly our team can blend and work within different cultures and leadership styles.

We craft our work based on 'on the ground realities' in combination with our experience and commitment towards perfection.

We work in collaboration, at all levels of your organisation, making our work value for money. We believe that the best way of embedding change is to develop a clear vision of future state, deep engagement with your change team and shaping key projects. We believe in keeping you in charge always and depart as soon as your team can sustain itself.



We have clear values when working with you



Our focus is on high quality and integrity combined with agility



We actively engage with all levels of staff to discover the right solutions that 'stick' around the opportunity for change



We will work with you as a joint client/consultant team transferring knowledge from day one



Our goal is sustainability - we prefer change to be driven by client staff and not by external consultants over the long term



Our solution areas



Transformational Change and Operational Excellence

Creating the right change approach, implementation design and process excellence



Technology Leverage

Utilise technology that allows operational excellence, digital value or new insight



Creativity and Learning

Learn via digital, extend your thinking and collaborate

We have delivered change globally and across sectors



What they say about working with kinetik



“You have well and truly kicked off the beginning of our culture change. The vast majority of the feedback that I have received so far from the stakeholders, including General Managers for countries that have been completed, has been overwhelmingly positive.”

– Divisional Vice President, ADP



“This was a critical project for EMI and required a significant shift in culture within the company. The skills you brought to the role contributed greatly to the success of the project. Facilitation skills are first-rate and they really reduced resistance in the workshops before, during, and after the project implementation.”

– Programme Director, EMI Music



“Delivery was top-class. We have found in kinetik, a partner whom we feel we can really work with going forward to help us with our Lean journey and add value to Nations Trust Bank.”

– Chief Operating Office, Nations Trust Bank, Sri Lanka

Want to find out more about kinetik?



70% of businesses fail to deliver transformational change successfully, repeating familiar mistakes over and over again. Dynamic and potent, this book, written by our director Ketan Varia, focuses on a proven holistic approach to implementing, dealing with and adapting to change.

Buy our book on change management.

View our credentials, solutions, ethos, team and insight on:

kinetik.uk.com



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