

Lean Construction Certification Program (LCCP)

Module 2 – Process Optimization

Learning Objectives

- To learn how to map, analyze and re-design all business processes

Course Description

Delegates will learn the theory and purpose of process analysis set in the context of identifying opportunities for step change improvement in business performance. Following some theoretical background, delegates will apply the lessons to real processes on site, relying on some of the delegates being knowledgeable about the processes and having access to interviewees and data.

Course Contents

Process analysis

- Understanding of waste in an organization
- Introduction to process mapping
- Value Add / Non Value Add / Sustaining activities
- Business process architecture
- Process redesign
- Pilot process selection

Delegate process analysis

- Process mapping and analysis
- Delegate feedback process redesign

All the modules are highly interactive, workshop-based learning experiences. They are designed to maximize the transfer of knowledge by carrying out hands-on exercises under the guidance and coaching of the course tutor. Although they are all based on a half-day timescale, the modules are sufficiently flexible to be easily extended to whole days by increasing the time spent on practicing the tools and techniques involved.