

Improve your Customer Satisfaction. Learn to implement Lean Techniques to your IT Processes and bring the ITIL Framework, the ISO/IEC 20000 Standard & Continual Service Improvement together.

Many organisations well down the path of having “done” ITIL are still wondering why the benefits they sought are still not delivered.

ITIL provides a framework of processes and functions that need to be in place. These need to be applied pragmatically depending on the maturity of the organisation.

If the processes implemented themselves are not effective, (question: do you know how effective your processes are?) the outcome will be sub-optimal. Lean Thinking provides a way to improve your processes, to improve your customer satisfaction and your staff engagement (questions : do you know who your customers are and what their level of satisfaction is ? do you have a mechanism to improve staff engagement ?).

This series of courses will introduce you to the origins of Lean Thinking, introduce you to Lean Principles and Concepts, will go into Lean Techniques, will show you how to use them in real life, will outline the steps you and your organisation need to take to undertake the Lean Journey, and show you how to bring the ITIL Framework, the ISO 20000 Standard and Continual Service Improvement together – to improve your processes, to improve your customer satisfaction, and improve your staff engagement.

The course will provide you time to think about who your customers are, what are the touch points, identify problem areas and take away enough knowledge, tools & techniques to go back to your work place to start on your journey.

Course 1: Introduction to Lean

Duration 1 Day

Course objectives

- Introduction to Lean, its history and origins
- Concept of Waste
- Lean Toolsets
- Lean Techniques
- Understanding the Lean vocabulary

Course 2: Hands-On Application of Lean Techniques to IT Service Management Processes

Duration 1 Day

Course objectives

- Value Stream Mapping
- Kaizens

- The Ishikawa Fishbone Diagram to perform root cause analysis
- 5 Whys
- Law of Pareto
- Kanban
- FIFO
- Takt Time

Course 3: Leading & Implementing Lean to Improve Customer Satisfaction – Lean Techniques to bring together the ITIL Framework, ISO 20000 and Continual Service Improvement to Improve Customer Satisfaction

Duration 1 Day

Course objectives

- Identifying the Customer, Customer Touch Points, Moments of Truth
- Customer Satisfaction
- Customer Complaints
- Service Catalogue
- Process Maturity Assessment
- Continual Improvement Register
- Steps to implement and drive the change

Course 1: INTRODUCTION TO LEAN

Duration 1 Day

Level: Beginner

Car Manufacturer Toyota attributes much of its success to its Lean culture, which aims to reduce waste in the manufacturing process. The methodology created has been so successful that it is now adopted as a way of improving all manner of business processes – *ServiceTalk (itSMF UK) October 2008*.

This course is the first step and introduces participants to the basic concepts and vocabulary of Lean.

Course objectives & syllabus

- Introduction to Lean, learn about its history and origins
- Understand the concept of Waste
- Gain familiarity with the Lean Toolsets
- Understand Lean Techniques and how to apply them
- Build the Lean vocabulary

Audience

Professionals from an IT Service Management background interested in improving their IT processes to improve customer satisfaction and service delivery. Includes:

- Service Desk Managers
- Incident Managers
- Problem Managers
- Change Managers
- Release Managers
- Test Managers
- Service Improvement Managers
- Service Delivery Managers
- Project Managers
- Operations Managers
- Network Managers
- Infrastructure Managers
- Software Development Managers
- Audit Managers

About the Instructor

Sunit Prakash has over 20 years' experience in the IT Service Management space. An MBA, an IT Certified Professional (ITCP) from the New Zealand Computer Society, Sunit is one of few in New Zealand holding an ISO/IEC 20000 Consultants Certificate.

As a practising Wellington based consultant, Sunit assists organisations develop their Service Management Model & Architecture, their Service Strategy, their Service Catalogues, their Service Management Requirements, their SLAs, assisting them in their outsource contract negotiations, and helps them transition to the new solution.

Previously based in Sydney, as Director of Baan Customer Service & Support Asia Pacific Japan, Sunit lead them through a very successful Lean Transformation Program – and is currently co-authoring a book on the journey.

Sunit is well known at itSMFnz Wellington.

Related courses

This course is a prerequisite for the following courses:

- Hands-On Application of Lean Techniques to IT Service Management Processes
- Leading & Implementing Lean to Improve Customer Satisfaction – Lean Techniques to bring together the ITIL Framework, ISO 20000 and Continual Service Improvement to Improve Customer Satisfaction

Prerequisites

There are no prerequisites for this course

Course 2: Hands-On Application of Lean Techniques to IT Service Management Processes

Duration 1 Day

Level: Intermediate

Building on from the first course of understanding Lean Thinking, its origins and its vocabulary, the objective of this course is to expose students to some Lean Techniques which can be applied immediately.

These techniques will assist the attendee to identify candidate areas for improvement, and provide them with the tools and conceptual framework to run an improvement program.

It is expected attendees will bring real-life examples to practise on.

Course objectives & syllabus

- Value Stream Mapping
- Kaizens
- The Ishikawa Fishbone Diagram to perform root cause analysis
- 5 Whys
- Law of Pareto
- Kanban
- FIFO
- Takt Time

Audience

Professionals from an IT Service Management background interested in improving their IT processes to improve customer satisfaction and service delivery; and have attended the pre-requisite course.

Includes:

- Service Desk Managers
- Incident Managers
- Problem Managers
- Change Managers
- Release Managers
- Test Managers
- Service Improvement Managers
- Service Delivery Managers
- Project Managers
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Related courses

Required before attending:

- Introduction to Lean

Will prepare the attendee for:

- Leading & Implementing Lean to Improve Customer Satisfaction – Lean Techniques to bring together the ITIL Framework, ISO 20000 and Continual Service Improvement to Improve Customer Satisfaction

Prerequisites

Introduction to Lean

Course 3: Leading & Implementing Lean to Improve Customer Satisfaction – Lean Techniques to bring together the ITIL Framework, ISO 20000 and Continual Service Improvement to Improve Customer Satisfaction

Duration 1 Day

Level: Professional or Advanced

This course is designed to bring together the elements of the ITIL Framework, the ISO/IEC 20000 Standard and put together a Continual Service Improvement Program using Lean Principles.

In a workshop type environment participants will have time to reflect on who their customers are, what the touch points are, what satisfaction measures are in place, if there is a complaint handling process in place (or not).

This will lead on to a discussion around SLAs, the Service Catalogue and using ISO 20000 as a heat map for assessing process maturity – and identifying areas for improvement, which in turn will go into the register, which will be improved using Lean principles, which will be measured and assessed and so on.

The course will also cover how to sustain and drive the change and make it part of the organisations DNA.

At the end of the series of courses, participants will be equipped with an understanding of frameworks, standards, tools & techniques required to take their organisation through the Lean Journey – *provided there is sponsorship & support for the initiative at the appropriate level.*

Course objectives & syllabus

- Identifying the Customer, Customer Touch Points, Moments of Truth
- Customer Satisfaction
- Customer Complaints
- Service Catalogue
- Process Maturity Assessment
- Continual Improvement Register
- Steps to implement and drive the change

Audience

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Includes:

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Related courses

Required before attending:

- Introduction to Lean
- Hands-On Application of Lean Techniques to IT Service Management Processes