Advanced Lean Techniques & Understanding Customers Training

Duration: **2 Day**

BILGINC IT Academy
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Master next level Lean Six Sigma tools.

Take your toolbox skillset further and develop your ability to use a wide range of advanced lean tools and techniques - both within the context of an improvement project or in Lean deployment. With this extended range of techniques, you will be able to better understand your customer and the value your processes provide.

Prerequisites

Delegates must already hold a Lean Six Sigma Green Belt or Lean Practitioner certification

What You Will Learn

As a result of attending this course delegates will be able to:

- Identify opportunities to apply broader approaches for improvement across their organisational business system
- Deepen their understanding and application of the lean thinking principles
- Enhance their business' approach to understanding customer requirements through surveys and journey mapping
- Deepen their understanding of value from the perspective of the customer to develop new theories for product, service and process improvement