

# Applying Lean to the Management of Change.

*A training workshop to explore how the principles Lean Manufacturing and Transactional Lean Sigma can be used to enhance change management for both software and non technology driven business transformation.*

**DEVER  
SOLUTIONS  
LIMITED**  
- TRAINING AND  
DEVELOPMENT -

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## Two Day Course.

Lean is an approach used in many organisations to improve business processes and the customer experience. The principles of lean as applied to manufacturing and transactional processes of service companies can be used to “supercharge” change management and software development.

The course will show how it is possible in many circumstances to increase the speed of delivery of change, reduce waste and the high costs associated with traditional business transformation.

The event will explore how “Lean” techniques used in a “professional” environment can reduce the chance of project failure and show that if programmes do get cancelled the loss of sunk effort and cost is substantially less than by relying on traditional methods.

This course seeks to introduce the main concepts of “Lean” and translate the terminology and methods to change management and software development and exploring how “Lean” and “Agile” approaches can be used to tackle traditional change management problems in different and innovative ways.

The course is excellent for those seeking to develop complimentary or alternative approaches to traditional staged “waterfall” based processes and is intended for both business and I.T. professionals managers who require awareness of the techniques to enable them to consider doing things differently within their change management functions.



## **Content Overview.**

- With reference to Womack & Jones's "Lean thinking" the five principles of Lean are explored with examples and delegate reflection to how this applies to change and project management.
- Shows how "Lean" techniques can be used to manage and deliver both business and technology driven initiatives.
- Issues surrounding the definition of Value in change projects and how the focus on value can reduce time to deliver and reduce costs.
- Describes the Seven Wastes of Lean using the Mnemonic "TIM WOOD" and suggests some further key wastes with relevance to how they apply to change management and software development.
- Explores the use of "Hothouse" as a technique for innovation.
- Explore DSDM as a development methodology and how this is different both in processes and culture from traditional approaches.
- Explores how an organisations culture will need to change in order to accommodate lean thinking in business transformation.

## **On Completing the course the delegates will:**

- Understand how the principles of lean sigma can be applied to change management and beware of the high level of waste that surrounds more traditional approaches.
- Understand the main concepts in "Agile" project management and appreciate the main methods used to day.
- Understand that "Agile" is not just for soft-ware but can be applied to non technical projects.
- Leaned enough to understand the Lean Sigma language and to de mystify some of the jargon and terms used in this sphere.

- Delegates will be made aware of further reading and study aids to enable them to explore the subject in greater depth.

## **Who Should Attend:**

Change or I.T. professionals who want to develop an understanding of what "Lean" is all about and how it can assist in change management. Business managers who are about to embark on a change journey and want to consider doing things differently.

## **What This Course Is Not About:**

This is not a course in I.T. software development but a business lead investigation and workshop into how "Lean" can assist in developing a "best in class" change function.

The course is not an "evangelical" session about "Agile" and "Lean" methods; giving plenty of time and thought to the appropriate and the correct application of techniques presented. The workshop promotes the view that traditional approaches also have a place in a mature business transformation function but require understanding as to the consequences of relying on those traditional methods.

## **Expectations of Delegates:**

The course assumes delegates have an exposure to traditional change and project management techniques but expects the attendees to reflect and consider potential alternative approaches with an open mind.

Delegates will be expected to get involved and contribute to group exercises and discussion. It is expected that attendees will develop their own thinking about the subject and take away an understanding of how appropriate these alternative ideas will be to their own organisations.



# Course Leader Profile.

*A training workshop to explore how the principles Lean Manufacturing and Transactional Lean Sigma can be used to enhance change management for both software and non technology driven business transformation.*



David Winders has been involved in business design and process improvement since the mid nineties.

With a background in sales & marketing in asset finance with Barclays Bank Group, where he specialised in finance training for equipment manufacturers, he then led the euro programme for Barclays Mercantile and was work-stream lead on a major busi-

ness transformation before joining Centrica Shared Services as business design manager, a position which he held for 3 years until the sale of the Automobile Association in 2004.

At Centrica David was involved in the implementation of FSA regulation for the AA's general insurance business as well as undertaking Six Sigma Black Belt Training.

More recently David has provided process improvement to a variety of clients and carried out assignments with: AXA Life, Skandia, Bank of Ireland Business Finance and Iveco Finance.

He also writes as a contributing editor for Leasing World specialising in change management articles.

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