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16.660 / 16.853 / ESD.62J Introduction to Lean Six Sigma Methods
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Lean Office Processes

Video Information

- This is one of two possible videos to use
- The title of the video is **Time: The Next Dimension of Quality.**
- It can be bought from CRM Learning at www.crmlearning.com
- CRM Learning can also be reached by phone at: **800-421-0833**
- Price varies depending on format.
- Direct link to the video is:
<http://www.crmlearning.com/time-the-next-dimension-of-quality>

Learning Objectives

At the end of this module, you will be able to:

- **Explain the value and benefits of removing time from administrative processes**
- **Identify steps used to evaluate an administrative process**
- **List three criteria to determine whether steps in a process add value for the customer**

It's All About Time!

Creating a lean administrative process

Benefits:

- **Process is clear – easier to trace problems**
- **Eliminate waste and waiting time**
- **Increase customer focus**
- **Free employees to focus on value-added tasks**



Prepare for the Movie

During the DVD, Look for:



- **What percentage of time can be eliminated from most administrative processes?**
- **What steps can be used to evaluate processes?**
- **What criteria can be used to determine whether a step in a process adds value?**
- **Think about your own experience with administrative processes and write down one or two processes you would like to examine more closely**

Time: The Next Dimension of Quality

Watch Movie:



Time: The Next Dimension of Quality

**AMA Video
Rath & Strong
Management Consultants**

Lean Office Summary

- **List at least one benefit of reducing time in administrative processes.**
- **For an administrative process, how would you identify the value-added activities?**
- **Identify an administrative process that you think could benefit from examination and VSM to reduce time**



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