



# ExecuTrain

performance is the bottom line

## Impulsamos tu talento tecnológico

- > Seguridad
- > Sistemas Operativos
- > Bases de Datos
- > Virtualización
- > Cloud Computing
- > Desarrollo
- > Mejores Prácticas
- > Aplicaciones Móviles
- > Colaboración
- > Office

[www.executrain.com.mx](http://www.executrain.com.mx)

Av. López Mateos Sur 1480-501 · Cond. Campo de Polo  
Colonia Chapalita · Jalisco · C.P.45040  
Tel. (33) 36.47.66.22



## ¿Por qué ExecuTrain?

ExecuTrain es un proveedor de entrenamiento corporativo a nivel internacional y líder mundial en la capacitación empresarial. Contamos con 22 años y más de 62 mil personas capacitadas en zona occidente.

### ¿Por qué ExecuTrain?

Te guiamos en la definición de tus requerimientos de capacitación, en las diferentes etapas:

- Detección de necesidades, evaluación de conocimientos, plan de capacitación y seguimiento posterior para elegir el plan de capacitación como tú lo necesitas.
- El más amplio catálogo de cursos, desde un nivel básico hasta los niveles de conocimientos más especializados.
- En ExecuTrain el material y la metodología están diseñados por expertos en aprendizaje humano. Lo que te garantiza un mejor conocimiento en menor tiempo.
- Tú puedes confiar y estar seguro del aprendizaje porque nuestro staff de instructores es de primer nivel, algunos de los cuales son consultores en reconocidas empresas.
- No pierdas tu tiempo, los cursos están diseñados para un aprendizaje práctico.
- Nuestra garantía: Nuestro compromiso es que tú aprendas, si no quedas satisfecho con los resultados del programa, podrás volver a tomar los cursos hasta tu entera satisfacción o la devolución de tu dinero.

### Modalidad de servicio

- **Cursos de Calendario**
- **Cursos Privados:** On site y en nuestras instalaciones.
- **Cursos Personalizados:** Adaptamos el contenido del curso y su duración dependiendo de la necesidad del cliente.
- **E-Training:** cursos a distancia de forma interactiva, mejorando la capacidad de aprendizaje de nuestros participantes guiados por un instructor en vivo.
- **Cursos Moc-On Demand:** Cursos Oficiales Microsoft en línea grabados por instructores Certificados Microsoft. Los Cursos On-Demand incluyen videos grabados, laboratorios, ejercicios, test y pruebas de conocimiento, lo que te permite avanzar a tu propio ritmo, desde el lugar que prefieras.

Duración: 2 días

## Lean IT Foundation Course

Lean IT Foundation helps IT organizations to ensure that they provide their customers with the best possible services. Through understanding customer value, the processes that deliver this value, the way to manage performance, the way to organize and the required attitude and behavior, IT organizations are helped to develop a continuous improvement mindset. Lean IT is complementary to all other best practice methods (such as ITIL®, PRINCE2® and P3O®).

This course covers the Foundation level certification of the Lean IT Association. Further Lean IT qualifications are Lean IT Kaizen Lead, Lean IT Coach and Lean IT Leadership. The Lean IT Foundation is the entry level certification. This certification is mandatory for the other certifications.

The primary purpose of the course is to provide a basis for accreditation of people involved with Lean IT Foundation. It documents the learning outcomes of the Lean IT Foundation and describes the requirements a candidate is expected to meet to demonstrate that these learning outcomes have been achieved.

### > Audience Profile

- Any manager or specialist working in an IT organization can benefit from the insights provided by the qualification.
- IT professionals who are participating in or involved with lean projects

### > Learning Objectives

Upon completion of the training and examination related to this qualification, a successful candidate will be familiar with the principles of the Lean philosophy and in particular with the application of this philosophy within an IT-environment.

- The principles underlying the Lean philosophy
- The importance of understanding and delivering customer value
- The way Lean looks at processes and the waste within them
- How to measure performance and the key determinants of performance
- What the organizational requirements are when implementing Lean, including the use of visual management tools
- Which behaviour and attitude is necessary for Lean to be successful within an IT organization
- The DMAIC problem-solving model
- How these Lean principles can be applied within an IT organization

## > Prerequisites

- There are no formal prerequisites for this course

## > Course Logistics

- Classroom with U-shaped setup preferred.
- Whiteboard, flipchart, and projector.
- A maximum of 16 participants.

Note: Virtual Classroom Software is provided by ITpreneurs with virtual course delivery.

## > Course Materials

Participants will receive the following:

- A handbook/workbook (eBook) with reference materials, and an exam preparation guide.
- Lean IT Foundation Supporting Publication and Glossary
- Lean Primer - Authors: Craig Larman and Bas Vodde

## > Examination:

Exam Available in Languages : English, Brazilian Portuguese, Japanese, Spanish.

- The exam is closed-book format.
- The exam consists of 50 multiple-choice questions.
- A minimum score of 75% is required to pass the exam.
- The exam lasts 60 minutes.

> **Recommended Reading:**

As part of the course materials two reference books are provided. The publications below provide additional guidance, but is not required for the course.

Lean Six Sigma Pocket Toolbook (chapters 1-4, 9)

Authors: Michael L. George et al

ISBN number 0-07-144119-0

Publisher: McGraw Hill

For insights into how Lean can be applied within the IT environment

Lean IT, Enabling and sustaining Your Lean Transformation

Authors: Steven C. Bell and Michael A. Orzen

ISBN number 978-1-4398-1756-8

Publisher: Productivity Press

Hardback edition published in 2011

For background on the origins of Lean, we recommend:

The Toyota Way

Author: Jeffrey K. Liker

ISBN: 0-07-139231-9

Publisher: McGraw Hill

For more detail on the behavioral aspects of Lean, we recommend:

Creating a Lean Culture

Author: David Mann

ISBN: 978-1-4398-1141-2

Publisher: CRC Press

For more information regarding the application of Lean to Services organizations:

The Lean Toolbox for Service Systems

Author: John Bicheno

ISBN: 978-0-9541244-4-1

Publisher: PICSIE Books

> **Agenda**

Day 1	Day 2
1. Introduction of Lean	1. The Lean Organization
2. The Customer	2. Behavior and Attitude
3. The Process	3. Problem Solving
4. Performance	4. Wrap-up and Mock Exam
	5. Exam

> **Course Outline**

**Module 1: Introduction**

- Lean principles: how these are related to one another.
- Waste: ability to identify types of waste within an IT organization or process (TIMWOOD with Talent)
- The cost of poor quality and reasons for using Lean Principles to improve performance
- Types of activities: ability to define what IT activities fall into which category
- PDCA: ability to describe how the PDCA cycle works on the most basic level
- Relationship to other models and methods used within IT: understand where Lean IT differs from and complements other methods. The connection of Lean IT with IT service management is specifically investigated.

**Module 2: The Customer**

- Types of customer value and the factors that influence customer value
- The link between the Voice of the Customer and Critical to Quality
- How to construct a Critical to Quality tree

**Module 3: The Process**

- Relationship of process (Value stream) with the other Lean principles
- The difference between Push and Pull systems
- The steps for creating a Value Stream Map, using SIPOC and Value Stream Map
- Waste in a Value Stream Map, ability to identify the symbols for the TIMWOOD waste
- Explain the SIPOC and VSM using IT examples e.g. SIPOC: Software development, VSM: High level Change process (other examples are permitted)

#### **Module 4: Performance**

- Relationship of performance with the PDCA cycle
- The key aspects of a KPI
- Why time is the most important production factor within IT
- The relationship of PCE with VSM
- The role of skills and knowledge in ensuring performance

#### **Module 5: Organization**

- Why organizations need to be customer oriented
- What the goal is of a performance dialogue
- The use of each of the visual management boards – day board, week board and Kaizen/improvement board

#### **Module 6: Kaizen**

- Which tools from the other dimensions are used in which phase of the DMAIC cycle
- Prioritization of improvement candidates through feasibility and impact in determining both which problems to solve with a Kaizen and which solutions to implement at the Improve step of the Kaizen

#### **Module 7: Behavior & Attitude**

- The difference between behavior and attitude
- The difference between traditional management and Lean management
- The behavior and attitude required for successful use of Lean
- Behavior and Attitude in relation to expectations surrounding a change in way of working