

DESIGN DOCUMENT

Principles of LEAN WBT



Client	Retail Store
Course Number	CLICK to add
Kickoff Date	XX/XX/20XX
Managers/Coordinators	CLICK to add
Subject Matter Experts	CLICK to add
Designers/Developers	Monica Savage

Revision History

Revision #	Date	Notes	Contact

Project Description

Business Case/Competencies

The RDC processes are based on the LEAN principles. It is important that all supervisors and above understand the basic LEAN principles as implemented at Retail Store regardless of prior background.

Audience

Supervisors and above in Retail Store Rapid Deployment Centers.

Prerequisites

Though no formal prerequisites are required to be successful in completing this course, users will have already taken the Life of an Order WBT so will be familiar of the overall processes in a facility.

Learning/Performance Objectives

LEAN is a very big topic. For the purposes of this course, our scope is limited to creating the necessary awareness of the core concepts that a leader might encounter.

After completing this course, participants will be able to:

- Define the LEAN concept and its main principles as we apply them at Retail Store.
- Describe the LEAN process and the seven deadly waste sources as we apply them at Retail Store.
- Describe the 5S concept as applied in the RDC operation.
- Describe examples of the LEAN process in the RDC operation.


Development

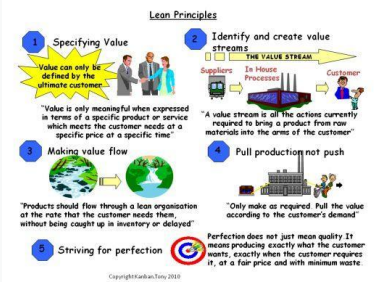
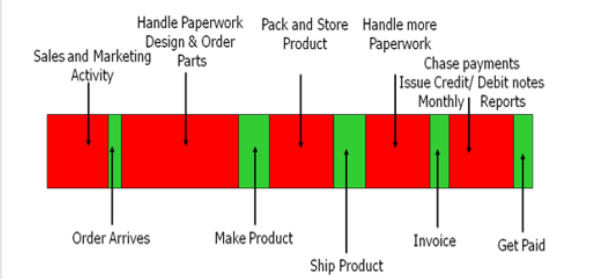
- Will be developed using SL360 with Retail Store standards and template.
- Standard level course: Moderate amount of interactivity, presented linearly with no branching, and contains rich media including graphics, animations, video, and audio. Includes knowledge checks.
- Up to 30 minutes in length

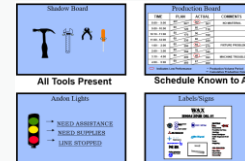
Outline

Principles of LEAN (WBT)

0	Course Overview		
	Course navigation Jolt statement Course objectives		Estimated Duration <1 min
#	Topic	Instructional Strategy	Notes
0.1	Course navigation		<i>We will use Retail Store standard navigation and instructions (minimal).</i>
0.2	Jolt statement	Text with icon on cover slide.	<i>Compelling jolt statement about Principles of LEAN here. Do we have an example of before and after or the change in ROI when implementing?</i>
0.3	<ul style="list-style-type: none"> Define the LEAN concept and its main principles as we apply them at Retail Store. Describe the LEAN process and the seven deadly waste sources as we apply them at Retail Store. Describe the 5S concept as applied in the RDC operation. 	Compelling way to present course goals	<i>We need to establish WIIFM with this course and LEAN.</i>

	<ul style="list-style-type: none"> Describe examples of the LEAN process in the RDC operation. 		
1.0	What is LEAN?		
	Objective(s) <ul style="list-style-type: none"> Define the LEAN concept and its main principles as we apply them at Retail Store. Describe the LEAN process as we apply it at Retail Store. 		Estimated Duration 10 min
#	Topic	Instructional Strategy	Notes
1.1	<ul style="list-style-type: none"> Definition: <p>Lean is a way of doing business that focuses on the customer and looks for ways to always be adding value to any operation or process. If the process or activity is not adding value, it is just adding cost and time to the operation.</p> <p>Lean focuses on identifying and eliminating waste</p>	Definition with a graphic diagram.	<p><i>Possible to depict visually? Already have somewhere?</i></p> 
1.2	<p>5 principles</p> <ul style="list-style-type: none"> Specify Value by product/service 	<p>Text, images, and voiceover.</p> <p>Infographic for the 5 principles</p>	<p><i>How are the 5 principles explained at Retail Store?</i></p>

	<ul style="list-style-type: none"> Identify the <u>Value Stream</u> Make the product/service <u>Flow</u> At the <u>Pull</u> of the customer In pursuit of <u>Perfection</u> 	 <p>Lean Principles</p> <p>1. Specifying Value Value can only be defined by the ultimate customer.</p> <p>2. Identify and create value streams THE VALUE STREAM Suppliers → In House Processes → Customer</p> <p>3. Making value flow "Value is only meaningful when expressed in terms of a specific product or service which meets the customer needs at a specific price at a specific time"</p> <p>4. Pull production not push "A value stream is all the actions currently required to bring a product from raw materials into the area of the customer"</p> <p>5. Striving for perfection "Products should flow through a lean organisation at the rate that the customer needs them, without being caught up in inventory or delayed"</p> <p>Perfection does not just mean quality. It means producing exactly what the customer wants, exactly when the customer requires it, at a fair price and with minimum waste.</p>	
	Define Value Added and Non Value Added	Text, images, voiceover	
KC1	Knowledge Check <ul style="list-style-type: none"> Determine VA and NVA in a value stream 	Hot spots exercise 	<i>This example is generic. Can we develop something specific to RDC?</i>
2	7 Waste Sources TIMWOOD		
	Objective(s) <ul style="list-style-type: none"> Describe the seven deadly waste sources as we apply them at Retail Store. Describe examples of the LEAN process in the RDC operation. 	Estimated Duration 10 min	
#	Topic	Instructional Strategy	Notes

2.1	The 7 Wastes in Detail: <ul style="list-style-type: none"> • T – Transportation • I – Inventory • M – Motion • W – Waiting • O – Over Processing • O – Over Production • D – Defects 	Tab interaction. For each type of waste, include description, how is it a waste, example.	<i>Need photos of each from an RDC.</i>
KC2	Learning Check <ul style="list-style-type: none"> • Determine the type of waste 	Matching interaction – match the new example with the correct type of waste.	
3	5S Process		
	Objective(s) <ul style="list-style-type: none"> • Describe the 5S concept as applied in the RDC operation. • Describe examples of the LEAN process in the RDC operation. 		Estimated Duration 10 min
#	Topic	Instructional Strategy	Notes
3.1	What is 5S? (Link to Motion from TIMWOOD) <ul style="list-style-type: none"> • A workplace organization technique • A way to involve employees in the ownership of their workspace 	Text, images, voiceover	<i>Do we introduce the Visual Management concept? Are there specific examples for RDC?</i> 

	<ul style="list-style-type: none"> Helps create and maintain the efficiency of the work area <p>5S is a system to reduce waste and optimize productivity</p>		
3.2	<p>The 5Ss</p> <ul style="list-style-type: none"> Sort Straighten Shine Standardize Sustain 	Infographic with hot spots. User clicks on each word to discover details.	<i>Can we have before and after images?</i>
KC3	<p>Learning Check</p> <ul style="list-style-type: none"> Demonstrate the usefulness of 5S 	Game like activity	http://5salphabetgame.blogspot.ca/ <i>Something like this maybe? Or can we develop a scenario with tools that a RDC supervisor would use?</i>
4	Course Summary		
	<p>Key takeaways</p> <p>Thank you!</p> <p>Feedback survey</p>		<p>Estimated Duration</p> <p><1 min</p>
#	Topic	Instructional Strategy	Notes

4.1	Key takeaways	Animated images on screen with narration and text.	<i>Top 5-6 key messages.</i> <i>True to say that these Lean concepts have changed our SOPs and are reflected there?</i> <i>Leaders should continue to be on the lookout for possible improvements.</i>
4.2	Thank you! / completion acknowledgement	Text.	
4.3	Feedback survey	Icon with hyperlink to standard survey.	