



## CERTIFIED LEAN SERVICE PROFESSIONAL (CLSP)<sup>SM</sup>

## APPLICATION OF LEAN THINKING TO SERVICE MANAGEMENT

### A VITAL QUALIFICATION FOR ECONOMICALLY CHALLENGING TIMES

**Lean** is a management system of methods that offer an approach to continuous improvement based upon the identification and elimination of wasteful activities. Lean is the go-to strategy for manufacturing industry, and now service organizations.

**Service Management** is a systematic method for managing the provision of services to customers based upon a mutually agreed quality and cost of service.

Lean and Service Management share a common focus of achieving customer goals and satisfaction levels at a reducing cost as part of a continuous improvement effort.

The application of Lean Thinking to Service Management initiatives delivers immediate and sustainable bottom-line benefits based upon a self-funding approach that avoids the common pitfalls of the traditional approaches.

The Certified Lean Service Professional (CLSP) credential qualifies successful candidates are capable of applying Lean Thinking and methods to a Service Management initiative irrespective of service industry, and including the information technology sector.

The credential is designed around the professional's use of a systematic and repeatable methodology to obviate the need to adopt, adapt and implement an onerous 'best practice' framework. The approach targets specific problems, use less resources, delivers quicker returns, and produces real bottom line results, and includes:

### The Case for Lean Service

Why service provider organizations need Lean:

- ◆ The economic imperative for self-funding improvement
- ◆ The challenges facing today's service organization
- ◆ Principles of service management and a holistic 'system'
- ◆ Lessons learned from traditional approaches
- ◆ The elements of a successful service management system
- ◆ Principles of Lean Thinking, origins, genealogy, fundamentals, key concepts and methods,

### Lean Thinking for Service Organizations

How Lean Thinking is extended to address the needs of today's service organizations:

- ◆ Lean consumption and provision
- ◆ How services create value
- ◆ Lean assessment - "how Lean is our service?"
- ◆ Lean service operational model

- ◆ Defining what matters most to customers - service encounters, moments of truth, voice of the customer
- ◆ The value stream - vital mission activities
- ◆ Andons and indicators, the ubiquitous service request
- ◆ Managing work in progress and standardizing work through service catalogs and request pathways

### Translating Lean Thinking into Lean Action

Ten step repeatable methodology for foster and operate a Lean approach within a service organization through a self-sustaining continuous improvement program:

- ◆ Integrating Lean into a service management initiative
- ◆ Foster, formalize, socialize, mobilize Lean Thinking
- ◆ Establishing the Lean Office and selecting a Lean project
- ◆ Finding and leveraging evidence and impact of problems
- ◆ How to prepare, conduct a Lean Event (Point Kaizen)
- ◆ Gaining visibility of Lean consumption and provision
- ◆ Translating problems into improvement opportunities
- ◆ Engaging and leading stakeholders and employees
- ◆ Defining and realizing the benefits, achieving a sustainable, self-funding Continuous Lean Engine

### Preparing for the Official Examination

Prepares candidate for Certified Lean Service Professional examination available from the Society:

- ◆ Introduction to exam process, exam taking techniques
- ◆ Exam practice, registration, official exam
- ◆ Three hours, 150 multiple-choice questions