



Customized Lean Training for your organization.

Lean Training starts by Thinking Lean. In order for an organization to begin to Think Lean requires it to have a working knowledge of the terms and ideas behind it.

Lean was made popular in the later part of the 20th century by manufacturing companies who wanted to produce what's needed, when it's needed and at the quantities needed, at the lowest possible cost, all the while maintaining a high quality product. Many of these ideas were formulated by Toyota shortly after WWII and although Toyota is a car manufacturer, the ideas behind their production system are applicable to any industry, from healthcare to customer service, government to manufacturing and anything in between.

CapRock defines Lean as a systematic approach to identifying and eliminating waste through continuous improvement by flowing the product or service at the pull of the customer in pursuit of perfection. This systematic approach or way of thinking is a methodology of understanding the entirety of a process, from the demand of the customer through the flow of the products to final customer delivery. Once a full understanding of the up and downstream process is gained through observation and data collection, elimination of waste and formulation of improvement ideas can begin.



Our customized Lean Training packages do just that. We train you to be able to define value as seen by your customers, map and identify the value stream activities that deliver the value seen by your customers, re-design processes based on delivering that customer value and instilling a culture of continuous improvement into your organization.

The initial focus of Lean Training is the identification of value and what value is for your customer. In the most basic sense, value is what the customer says it is. Value is essentially what the customer is willing to pay for.

The next focus is on mapping the value stream or following the customer value from order to completion, leaving no questions unasked and no processes undiscovered. This will allow you to identify areas of



improvement and help set up a roadmap for addressing the low hanging fruit that are most certainly at the core of your productivity issues.

Once these low hanging fruit have been identified, processes that flow from the pull of the customer can be designed and customers can then get exactly what they want, when they want and at the quantities they want. To achieve this, the flow of the products needs to be smooth, clearly identified, easily understood and continuously followed. Any and all obstacles or bottlenecks should be identified and subsequently eliminated.



The final step, and one achieved through our Lean Training is the formation of a Lean team to instill and assist in changing the culture of the organization. Once this has been established, an interest and curiosity can be ignited to sweep across the entire enterprise.

CapRock Global Solutions has over 25 years of industry experience and is a premier provider of industrial engineering and productivity solutions. www.caprockglobal.com