

# LEAN OPERATIONS FOR THE OFFICE

Save Time & Money by Applying  
Lean Techniques in the Office



**January 30, 2007**

9:00am-2:00pm

The OSU South Centers  
1864 Shyville Road  
Piketon OH 45661



# LEAN OPERATIONS FOR THE OFFICE

Save Time & Money by Applying Lean Techniques in the Office



Did you know that administrative functions represent up to 80% of the cost of doing business? This means that traditional office and support functions such as order entry, quoting, scheduling, purchasing and accounting can serve as obstacles when responding to customers.

Reducing costs and lead times for a quicker response is a must to get and stay ahead of your competition. Lean Operations for the Office focuses on the front side of your enterprise to reduce overhead expenses, increase productivity, and increase your bottom line.

Key Benefits of applying Lean in your office include:

- Reduced lead times
- Improved flow of information
- Improved workplace organization
- Improved customer satisfaction
- Improved responsiveness to customers and internal partners' needs
- Reduce paperwork process time up to 90%
- Reduce work in process up to 90%
- Reduce floor space up to 75%
- Improve on-time performance up to 90%
- Reduce errors up to 50%

Lean Operations for the Office will provide an understanding of the characteristics and benefits of a Lean versus a traditional office environment, how to identify the 8 Wastes in the office and see how they affect cost and lead-time, and to see how different industries have applied Lean to office areas for a competitive advantage.

What you will take away also includes:

- Understanding the value of mapping office processes
- Learning to recognize the most common culprits working against Lean efforts in your office
- Learning the importance of applying effective metrics to office processes



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Registration begins at 8:00 a.m.

**\$99 per person**

To register contact Joy at 740-289-3727 ext 111 or [jbauman@ag.osu.edu](mailto:jbauman@ag.osu.edu)

Location:

**The Ohio State University South Centers**

1864 Shyville Road • Piketon, OH 45661

740-289-2071

**“The Lean Office event was an incredible experience. Doubters have been made believers. The changes we expect to see will be significant to say the least. There will without a doubt be substantial reductions in order lead times, wasted time, and continual back and forth motions. Employee satisfaction and job ease will be much, much higher and past frustrations will shrink to nothing. This single event will forever change how we do things and all of us will benefit greatly. This is a great start on our Lean journey and will set the tone for the future.”**

~ Tony Smith, Quality Manager, Moore Wallace, an RR Donnelley Company

**“The subject matter flowed nicely and the simulations really got the thought processes going. Having that hands-on time really enabled the participants to become engaged and enthused. I also enjoyed seeing the group debate issues constructively and think outside the box. The instructor knew just when to step in and steer the discussions forward when we got side-tracked. I highly recommend TechSolve to those looking for help.”**

~ William J. Lawrence, Operations Manager, Manufacturing, Emerson Process Management