

**LECTURE:** 

## SECTION INTRODUCTION

SECTION: COMMON WASTES IN SERVICE ENVIRONMENTS

## **COURSE NAVIGATOR**



**COURSE INTRODUCTION** 

**REAL-LIFE ANECDOTE** 

**COURSE INTRODUCTION** 

**INTRODUCTION TO 5S IN SERVICE** 

**SECTION INTRODUCTION** 

WHAT IS 5S?

**5S IN MANUFACTURING VS. SERVICE** 

WHY 5S MATTERS FOR SERVICE OPERATIONS?

**ARTICLE: INTRODUCTION TO 5S IN SERVICE** 

**CALL CENTER – ROUNDTABLE DISCUSSION** 

**SECTION QUIZ** 

**SECTION CONCLUSION** 

**COMMON WASTES IN SERVICE ENVIRONMENTS** 

**SECTION INTRODUCTION** 

SERVICE INDUSTRY WASTES OVERVIEW

**APPLYING 5S TO SERVICE-SPECIFIC WASTES** 

**ARTICLE: COMMON WASTES IN SERVICE ENVIRONMENTS** 

**HEALTHCARE – ROUNDTABLE DISCUSSION** 

**SECTION QUIZ** 

**SECTION CONCLUSION** 

**BREAKING DOWN THE 5S:** WHAT EACH S REALLY MEANS?

SECTION INTRODUCTION

STREAMLINING WITH SORT (SEIRI)

**ORGANIZING WITH SET-IN-ORDER (SEITON)** 

**ENHANCING WORKSPACES WITH SHINE (SEISO)** 

STANDARDIZATION IN SERVICE OPERATIONS (SEIKETSU)

SUSTAINING SERVICE EXCELLENCE WITH SUSTAIN (SHITSUKE)

ARTICLE: INTRODUCING THE 5S CONCEPTS IN SERVICE

**HOTEL FRONT DESK – ROUNDTABLE DISCUSSION** 

**SECTION QUIZ** 

**SECTION CONCLUSION** 

**STEP 1: LAYING THE GROUNDWORK** 

**SECTION INTRODUCTION** 

**IMPLEMENTING 5S – STEP-BY-STEP GUIDE** 

**STEP 2: APPLYING SORT (SEIRI)** 

**STEP 3: IMPLEMENTING SET IN ORDER (SEITON)** 

**STEP 4: MAINTAINING WITH SHINE (SEISO)** 

STEP 5: STANDARDIZING SERVICE PROCEDURES (SEIKETSU)

STEP 6: SUSTAINING 5S IN SERVICE OPERATIONS (SHITSUKE)

ARTICLE: IMPLEMENTING 5S – STEP-BY-STEP GUIDE

**EVENT MANAGEMENT – ROUNDTABLE DISCUSSION** 

**SECTION QUIZ** 

**SECTION CONCLUSION** 

**MONITORING & CONTINUOUS IMPROVEMENT** 

**SECTION INTRODUCTION** 

**MEASURING IMPACT OF 5S IN SERVICE OPERATIONS** 

**CONDUCTING SERVICE AUDITS** 

ARTICLE: MONITORING AND CONTINUOUS IMPROVEMENT

**RETAIL CLOTHING STORE – ROUNDTABLE DISCUSSION** 

**SECTION QUIZ** 

**SECTION CONCLUSION** 

**OVERCOMING CHALLENGES** 

**SECTION INTRODUCTION** 

HANDLING RESISTANCE TO CHANGE

**GAINING LEADERSHIP & TEAM SUPPORT FOR 5S** 

**ARTICLE: OVERCOMING CHALLENGES** 

**EDUCATION – ROUNDTABLE DISCUSSION** 

**SECTION QUIZ** 

**SECTION CONCLUSION** 

CONCLUSION

**COURSE CONCLUSION** 

Lecture

Article

**Roundtable Discussion** 

©AIGPE™ | 5S Specialist | Access Full Course via: https://linktr.ee/aigpe







## 

ADVANCED INNOVATION GROUP PRO EXCELLENCE

Drive Success To Excellence