

LECTURE:

SECTION INTRODUCTION

SECTION: INTRODUCTION TO SERVICE-ORIENTED LEAN THINKING

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

IMPLEMENTING 5S – STEP-BY-STEP GUIDE
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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
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MONITORING & CONTINUOUS IMPROVEMENT
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MEASURING IMPACT OF 5S IN SERVICE OPERATIONS
CONDUCTING SERVICE AUDITS
ARTICLE: MONITORING AND CONTINUOUS IMPROVEMENT
RETAIL CLOTHING STORE – ROUNDTABLE DISCUSSION
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OVERCOMING CHALLENGES
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HANDLING RESISTANCE TO CHANGE
GAINING LEADERSHIP & TEAM SUPPORT FOR 5S
ARTICLE: OVERCOMING CHALLENGES
EDUCATION – ROUNDTABLE DISCUSSION
SECTION QUIZ
SECTION CONCLUSION

CONCLUSION
COURSE CONCLUSION

START

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