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Erasmus+



LEAN GAME: Process Mapping in Office and Knowledge Work

Rui Sousa, Dinis Carvalho, *University of Minho*

Clementina Freitas, *Latino Group*

„Innovative Learning Approaches for Implementation of Lean Thinking to Enhance Office and Knowledge Work Productivity”

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Innovative Learning Approaches for Implementation of Lean Thinking to Enhance Office and Knowledge Work Productivity

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3



Agenda



- *Purpose*
- *Required and Developed Competences*
- *Contextualization*
- *Teams Formation and Roles Assignment*
- *Stage 1 - Process Mapping*
- *Stage 2 - Identification of Wastes*
- *Stage 3 - Discussion of Improvement Solutions*
- *Closing*



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Purpose of the Game

- ***Raise awareness of the importance of process mapping***
(although unavoidable phase in the improvement of office and knowledge work processes)
- ***Teach a graphical tool to map the office and knowledge work processes.***
(intensifying waste identification and process improvement)

The fastest team to complete the process mapping (*properly*) and calculate the lead-time and the added-value time of the process will be the winner.



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5



Required and Developed Competences



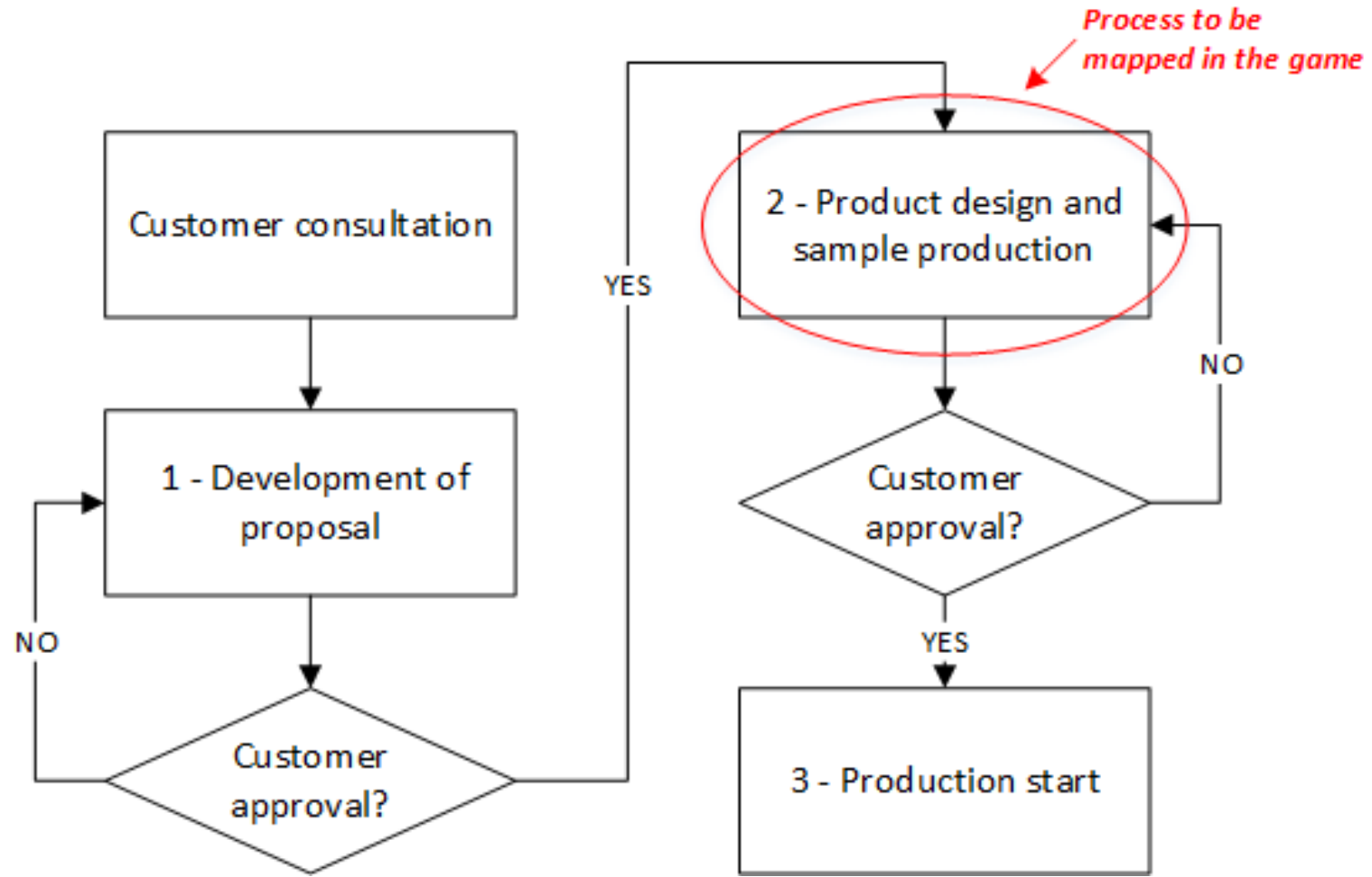
- *No competences in terms of industrial engineering and/or process mapping are required*
- *Learn how to map a process of office and knowledge work,*
- *analyze that map (e.g. for waste identification), and*
- *develop possible improvement solutions.*



Contextualization



- *New product development process*





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7



Teams Formation and Roles Assignment



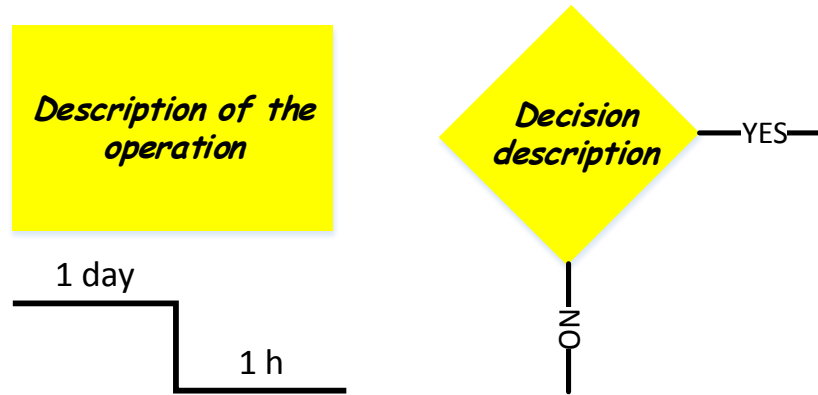
- *Teams of four members*
- *Within each team, each member should assume one of the roles:*
 - *Department of Operations and Planning (DOP)*
 - *Product Manager (PM)*
 - *Warehouse Manager (WM)*
 - *Technical Office (TO)*



Stage 1 – Process Mapping



- *Using the provided Information Cards map the process using:*
 - *Whiteboard*
 - *Post-its*
 - *Whiteboard markers*
 - *Marker pens*



Role 1	
Role 2	
Role 3	
Role ...	
Role n	



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Stage 1 – Process Mapping



- *What is the lead-time of the process?*
- *What is the added-value time of the process?*



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Stage 2 – Identification of Wastes



- *Identify problems on the process map (current state map)*
(tag the operations with red circles/ellipses)



Stage 3 – Discussion of Improvement Solutions



- *Propose solutions for the problems identified on the current state map*
- *Modify the current state map in order to turn it into the future state map*



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11





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12



Closing



- ***Discussion/feedback about this game:***
 - ***What were the lessons learned?***
 - ***What are the advantages?***
 - ***What are the drawbacks?***
 - ***Do you have any suggestions to improve the game?***



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LET'S PLAY!

13

