



REINVIGORATION

Reinvigoration Lean Competency System Training

In partnership with



tailor-made service sector transformation
www.reinvigoration.com

About Reinvigoration Training Services

- **Reinvigoration** are the only service sector specific accredited body to offer qualifications from Cardiff University's Lean Competency System (LCS)
- The LCS is the only university accredited framework to qualify individuals based on their knowledge and practical application of lean competency
- Our training equips people with the practical skills required to allow them to immediately return to the workplace and begin improvement activity
- It provides a structured development pathway for organisations in their pursuit of operational excellence



- Our unique training approach includes:
 - Highly interactive group activities to allow knowledge & idea sharing using service based business simulations; giving delegates the opportunity to practically apply new learning
 - Dynamically presented theory supported by service industry examples
 - Stimulating quizzes supporting the reflection of learning and the cementing of new knowledge



The Lean Competency System Framework

- The LCS has been developed by the Lean Enterprise Research Centre at Cardiff University as a mechanism to promote and develop lean learning in organisations
- It provides a structured set of lean qualifications around which employees can develop their lean thinking skills and offers organisations a framework around which employee lean competency can be developed
- The LCS has 3 broad levels, each with 2 or 3 sub-levels:



Level 1 - Fundamental

	1a - Awareness	1b – Diagnostic	1c - Improvement
Description of Competence	Awareness & understanding of lean principles.	Knowledge & practical experience of lean diagnostic techniques.	Knowledge & practical experience of lean diagnostic & improvement techniques.
Educational Aspect ('knowing')	Knowledge to articulate & understand key lean ideas.	Knowledge & understanding of lean diagnostic techniques.	Knowledge & understanding of lean improvement techniques. Insight into the wider implications of lean in the business.
Practical Aspect ('doing')	n/a	Active participation in lean diagnostic activities.	Active participation in lean implementation activities.
Hours Learning Required (excluding work based activity)	10	40	40
Classroom Based Learning	4-day Lean Service Basics		
Assessment Criteria	Multiple choice test	1. 1b Multiple choice test 2. Workbook evidencing diagnostic activity	1. 1c Multiple choice test 2. Workbook evidencing implementation activity
		Short essay on how lean can be applied in service	



Level 2 – Technical

	2a – Implementation & Design	2b – Implementation & Leadership
Description of Competence	Detailed knowledge of & ability to select & apply lean diagnostic & improvement techniques with some support & guidance.	Advanced lean knowledge & practical ability to select & apply lean techniques & manage lean programmes.
Educational Aspect ('knowing')	Detailed knowledge of lean diagnostic & improvement techniques & approaches. Insight into the implications of lean to the wider enterprise & supply chain.	Advanced knowledge of lean diagnostic & improvement techniques & approaches. Advanced knowledge to develop, manage & lead a lean programme.
Practical Aspect ('doing')	Ability to design, implement & sustain company or area lean programmes & projects with support & guidance. Broad implementation experience.	Ability to design, implement, manage & sustain lean programmes & projects. Significant implementation experience.
Hours Learning Required (excluding work based activity)	50	25
Classroom Based Learning	5-day Advanced Lean Service Practitioner	
Assessment Criteria	Multiple choice test	
	<p>Workbook assessment evidencing Lean improvement with low-level support.</p> <p>This is assessed over a minimum 3 month period and is supported with ongoing workbook review (usually by email/telephone)</p>	<p>Second workbook assessment evidencing leading a small team through the full cycle of a Lean improvement.</p> <p>This is assessed over a further 3 month period (min) and is supported with ongoing workbook review (usually by email/telephone)</p>
	4000 word essay on the Lean sustainability challenges faced by your organisation	

Level 3 – Strategic

	3a – Strategic Enterprise	3b – Strategic Supply Chain
Description of Competence	<p>Well developed lean related, management and strategic knowledge & an ability to implement & lead a lean strategy for an organisation.</p> <p>Significant practical implementation experience.</p> <p>Well developed leadership skills.</p>	<p>Advanced lean related, management and strategic knowledge & advanced abilities to design, implement & lead a lean strategy for an organisation.</p> <p>Extensive practical cross-sectorial implementation experience. Advanced leadership skills.</p>
Educational Aspect ('knowing')	<p>Well developed knowledge & understanding of lean techniques & approaches & associated schools of thought.</p> <p>Knowledge of the strategic & management dimensions of lean implementation.</p>	<p>Advanced knowledge & understanding of lean techniques & philosophies & associated schools of thought.</p> <p>Advanced knowledge of the strategic & management dimensions of lean implementation both internally & externally.</p>
Practical Aspect ('doing')	<p>Ability to implement & manage a lean strategy at company/business unit level.</p> <p>Wide implementation experience in several organisational contexts.</p>	<p>Ability to design and lead a lean strategy at organisation & supply chain levels.</p> <p>Extensive implementation experience in several organisations and sectors.</p>
Hours Learning Required (excluding work based activity)	<i>Currently being defined by Cardiff University</i>	
Assessment Criteria		

Contact

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