



Carlo Scodanibbio presents:

The Lean Enterprise (Lean Thinking)

” if it doesn't add value, it is waste”

Lean Thinking is “lean” because it provides a way to do more with less while coming closer to providing customers with exactly what they want.

a training event organised by:

question

Which is the primary objective of your Organisation?

(one and one only)

write it down on a piece of paper (1 minute)



case study

Airlines...



movie time



movie time

THE STORY...

the fax!!



case study

Banks...





case study

Car Hire...



movie time



case study

5* Hotel...



movie time

case study

Customer Care...

movie time

LEAN THINKING: THE ORIGIN 1

Maybe you fish it.....



LEAN THINKING: THE ORIGIN 1

...maybe you farm it.....



LEAN THINKING: THE ORIGIN 1

...maybe you mine it.....



LEAN THINKING: THE ORIGIN 1

...maybe you breed it.....



LEAN THINKING: THE ORIGIN 1

...maybe you mill it.....



LEAN THINKING: THE ORIGIN 1

...maybe you brew it.....



LEAN THINKING: THE ORIGIN 1

...maybe you manufacture it.....



LEAN THINKING: THE ORIGIN 1

...maybe you construct it.....



LEAN THINKING: THE ORIGIN 1

...maybe you simply sell it.....



LEAN THINKING: THE ORIGIN 1

or maybe you dance it.....



LEAN THINKING: THE ORIGIN 1

You catch it, you farm it,
you mine it, you breed it,
you mill it, you brew it,
you manufacture it, you
construct it, you simply
sell it or you dance it...

...no matter what you do - you must generate....

LEAN THINKING: THE ORIGIN 1

VALUE

for your customers

LEAN THINKING: THE ORIGIN 2

Everyone that works in your organization is doing one of three things:

1. They are generating value for your customers - or
2. They are creating or reshuffling waste – or
3. They are doing absolutely nothing

The market leaders will always have the majority of their people dedicated to the first of these

...in an office (or a bank, or a travel agent, or....) the floor cleaner may be adding more value than most employees..

....so, you would like your enterprise to be:

???????

modern

really satisfying clients and employees...

guaranteed in its future.....

financially sound...

?????

profitable

productive

efficient

....so, you would like your enterprise to be:

Efficient – Profitable – Modern –

Productive – Financially sound -

satisfying clients and employees –

Guaranteed in its future –

???? - ????? - ??????????????????

..in a nutshell: you would like your enterprise to

perform

This is possible: it can be achieved...

**...it depends on you,
entrepreneurs and managers.....**

..it's just your choice..

But: **there are 3 necessary steps...**

....you would like your enterprise to be: Efficient – Profitable – Modern – Productive – Financially sound – Capable of really satisfying clients and employees – Guaranteed in its future – ????? - ?????? - ????????????

THE 3 NECESSARY STEPS

1) Understand the environmental change and manage it

2) Be prepared to abandon the “formula”

3) Have a clear direction and tell people about it....

4)and something more.....

**world-class,
“lean”**

performance

performance management

performance management

4 necessary steps

1 - MEASURE PERFORMANCE

2 - IDENTIFY THE GAP

3 - SET PATH TO IMPROVEMENT

4 - MAKE IT HAPPEN

Step 1

HOW TO MEASURE PERFORMANCE

.....know where you stand!!!

.....know where you are!!!

Enterprise Performance



THE LEAN ENTERPRISE (Lean Thinking)

Power Point Presentation by Carlo Scodanibbio

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