



# WORKSHOP ON LEAN SERVICE

## **QC Services**

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## Introduction

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Service operations now comprise more than 50% of the GDP in the India, and are rapidly growing around the world. Even within manufacturing companies, it's common to have only 20% of product prices driven by direct manufacturing labour- the other 80% comes from indirect cost associated with support services and design functions (finance, human resources, product development, purchasing, engineering, marketing, etc.). Moreover, in service application, the costs related to work that adds no value in your customer's eyes ("non-value-add") is higher than in manufacturing, in both percentage and absolute dollars. The application of Lean for service to these areas can give organizations a major strategic advantage over their competition.

## Schedule

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	<b>Day 1</b>	<b>Day 2</b>	<b>Day 3</b>
<b>Session I</b>	Introduction to Lean thinking	VSM	Quality at Source
<b>Session II</b>	QFD Quality Function Deployment	VSM	VSM
<b>Session III</b>	VSM	Lean Tools	VSM
<b>Session IV</b>	VSM	Lean Tools office kaizen + 5 S	Case Study & Q & A

## Participation

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Middle & Senior level executives from service industry