## About the Facilitator

Charlie Draheim, Lean/ Leadership Training Facilitator in the Business and Industry Services Department, has been on the faculty at Southwest Wisconsin Technical College since 1999. Charlie brings 23 years of operations management experience to the Lean Workshop. Charlie has been involved with continuous improvement efforts nearly his entire work life beginning in the early days of TQM, through ISO 9001, Six Sigma, and Lean. Charlie has demonstrated success working with organizations across various industries: manufacturing, health care, service sector, and government.

As a trained and skilled practitioner of active learning techniques, Charlie uses a variety of engaging techniques that immerse workshop participants in the program content in a learner-friendly, relaxed and non-threatening environment; just the type of environment that promotes real skill development. From the opening "mind calm" to the closing "Hot Potato Review" participants in Charlie's workshops learn to expect the unexpected in his slightly unorthodox but highly effective workshop sessions.

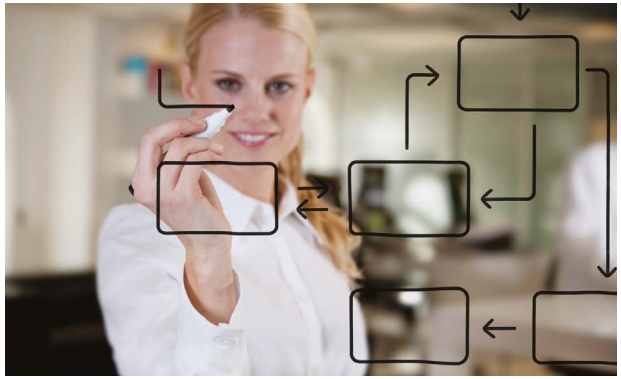
## Also Available from Southwest Tech

### Technical Services

In addition to training Southwest Tech provides technical service support to provide your organization on-site expertise.

### Grant Opportunities

With input from our training partners, Southwest Tech is able to secure grant funding to significantly lower training investment. Grants may fund both training and technical service.



## For More Information


**Charlie Draheim**

**Southwest Wisconsin Technical College**

**1800 Bronson Boulevard, Fennimore, WI 53809**

**Phone: 800-362-3322, ext. 2468**

**TDD: 608-822-2072 | Fax: 608-822-6019**

**E-mail: cdraheim@swtc.edu**


Southwest Tech
Here. Now.



# CUSTOMIZED LEAN TRAINING

Southwest Tech

## BUSINESS & INDUSTRY SERVICES

***Southwest Tech is ready to become your partner in improving your customer service, reducing your costs, and improving your processes.***

## What Is Lean?

Lean is a business strategy based on satisfying the customer by delivering quality products and services that are just what the customer needs, when the customer needs them, in the amount required, at the right price, while using the minimum of materials, equipment, space, labor, and time. As a continuous improvement model Lean focuses on the reduction of non-valued added activities (waste) in product/service delivery processes.

Lean principles and practices evolved over several decades at Toyota Motor Works in Japan. Taiichi Ohno is credited with systematizing the principles and practices into a single template that became known as the Toyota Production System and helped Toyota to become a world class manufacturer of high quality automobiles that consistently earns high marks from consumers for quality, reliability, and safety.

Although Lean has its roots firmly in manufacturing, the principles and practices have been effectively implemented in:

- Health Care
- Education
- Government
- Service Industries

## Lean Series Courses

These six courses comprise the core curriculum to develop the principles, practices, and skills necessary to initiate and sustain a Lean Enterprise. Courses are tailored to specific and unique industry needs.

- Principles of Lean
- Lean Culture
- 5S/Visual Workplace
- Value Stream Mapping/Process Mapping
- Quality Problem Solving/Team Dynamics
- Kaizen Principles and Practices

Participants initiate improvement projects early in the training and utilize what is learned in the workshop to improve their processes resulting in real, tangible results.

***Also Available:***

**Principles of Lean Overview**

Designed to introduce Lean concepts and terminology to the entire workforce early in the Lean journey.

**Lean Facilitator**

Designed to develop team facilitator expertise to provide ongoing support to improvement teams as Lean Enterprise matures.

## Lean Results

Applying the principles and practices of Lean produces tangible results. Here are actual results that Southwest Tech partners were able to realize:

- 3.7% reduction in Cost of Manufacturing ($432,000 savings).
- 40% increase in mammography procedures with a 41% decrease in overtime hours.
- $71,000 reduction in supplies and utility costs.
- 7% reduction in paper cost (including paper, copying, and disposal).
- Climate survey resulted in increase from 29% to 40% "highly satisfied" and decrease from 38% to 23% "highly dissatisfied".
- Point of use storage project resulted $35,000 annual savings.