



<ol style="list-style-type: none"><li>1. The Fundamentals of Lean<ol style="list-style-type: none"><li>a. Safer, Easier, Better Quality, On-time Delivery, Lower Costs SQDC</li><li>b. Respect for the Gemba / Respect for Workers</li><li>c. Value-Added and Non-Value-Added</li></ol></li><li>2. The Toyota Production System (TPS)</li><li>3. Lean Principles: Value, Value Stream, Pull, Flow, Perfection, Respect</li><li>4. Voice of the Customer, Voice of the Business</li><li>5. Kano Analysis</li><li>6. Critical to Quality Characteristics (CTQs)</li><li>7. The 8 Elements of Waste</li><li>8. 5S</li><li>9. Lean Management / Gemba Management</li><li>10. Kaizen and Kaizen Events</li><li>11. PDCA Plan-Do-Check/Study-Act/Adjust</li><li>12. Process Definition / the I-P-O model of a process</li><li>13. SIPOC</li><li>14. Process Mapping</li><li>15. Value Stream Mapping</li><li>16. Pull and Just-In-Time</li><li>17. Kanban</li><li>18. Flow</li><li>19. One Piece Flow / Single Piece Flow</li></ol>	<ol style="list-style-type: none"><li>20. Removal of 'Silos' in Organisations</li><li>21. Total Productive Maintenance</li><li>22. Cycle Time</li><li>23. Takt Time</li><li>24. Lead Time / Total Production Time</li><li>25. Theory of Constraints</li><li>26. Mistake Proofing / Poka Yoke</li><li>27. Autonomation / Jidoka</li><li>28. Process Levelling / Heijunka</li><li>29. SMED / Quick Change Over</li><li>30. Gemba</li><li>31. Visual Workplace</li><li>32. Standardised Work</li><li>33. A3 Reports</li><li>34. Ishikawa's 7-Quality Tools ( Summary )<ol style="list-style-type: none"><li>a. Histograms</li><li>b. Control Charts</li><li>c. Fishbone Diagram</li><li>d. Pareto Chart</li><li>e. Flow Chart</li><li>f. Check Sheet</li><li>g. Scatter Plot</li></ol></li></ol>
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