

# Professional Certificate in Lean Enterprise



## Service or Manufacturing: Lean Will Change Your Life

Lean enterprise is a strategy for optimizing organizational performance and the customer experience — whether you work in a service, manufacturing, or knowledge work environment. It's a systematic approach to problem-solving that can make a positive impact on the effort, time, resources, and costs of delivering customer value.

In SDSU's Lean Enterprise certificate program, you'll apply Lean thinking to current challenges in your workplace to immediately improve speed and quality, while decreasing costs. You'll take site tours of local companies to see Lean principles in action, get online and in-person mentoring and coaching, and have access to free webinars from Go Lean Six Sigma.

### Program Overview

- Estimated cost: \$2,995
- Minimum completion time: Three months
- Course format: In person
- Group discount available when three or more students register from the same company. Inquire for details.

### The SDSU Advantage

- Team Lean mentoring and coaching sessions
- Nationally recognized team of dynamic, experienced instructors
- Lean administrative component
- See Lean in action with company tours
- Parking is included with tuition and adjacent to the classroom
- All course materials included

### Lean Enterprise Information Session

Friday, August 23 | 9–10:30 am

Get a preview of why San Diego's top companies have been sending their employees through SDSU's Lean Enterprise program since it began in 1999. Meet lead instructor Mike Osterling.

Enjoy complimentary coffee and pastries.

Please RSVP at [neverstoplearning.net/lean](https://neverstoplearning.net/lean) or call (619) 594-3946.

### Workplace Benefits

- Improve service and quality while decreasing costs
- Reduce inventory and variation
- Execute projects that show quick ROI
- Create linkage between strategic goals and frontline improvements.
- Learn how to engage employees while achieving high-impact, customer-centric improvements.

### Labor Analysis

#### Continuous Improvement Manager – Nationwide

 <b>Job Postings</b> Last 12 months	 <b>Projected Growth</b> Over 10 years	 <b>Avg. Salary Range</b>
2,335	+4%	\$66,000–\$106,000

Source: Burning Glass Technologies, 2019

For more information, visit [neverstoplearning.net/lean](https://neverstoplearning.net/lean), email [lean.ces@sdsu.edu](mailto:lean.ces@sdsu.edu), or call (619) 594-3946.

SDSU Research Foundation Program

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## Fall 2019 | Lean Enterprise

**Thursdays, Sept. 12–Dec. 12, 8 am–4 pm** (unless otherwise noted)

**Topics Include** (\* with site visits)

Orientation | Problem Scoping | Teams | Metrics | Lean Simulation

A3 Thinking Overview | Problem Solving | Plan Do Check Act (PDCA)

Project Work: Project Scope | Project Work & Coaching with Project Mentor & Management Stakeholder

Value Stream Mapping: Current and Future State\*

Root Cause Analysis | Presentation of Data | Respect for People | Coaching Session

Kaizen Events | Administrative Lean (MBPM) Kata Simulation

Project Work: Understanding the Current State | Coaching Session

Visual Workplace | 5S | Kanban | Project Updates | In-class Team Coaching

Standard Work | Changeover Reduction | Mistake Proofing | Cells | TPM\*

Project Work: Implementation & Countermeasures | Coaching Session

Leader Standard Work | Daily Management Systems | Change Management | Sustainable Culture\*

Final Project Presentations

### Student Testimonials

“SDSU’s program came highly recommended by (my) senior management. The classroom instruction was excellent and incorporated many exercises and examples to demonstrate the principles and encourage engagement. My favorite part of the course was the site visits, especially at Costco Optical Lab and Taylor Guitars. I implemented a continuous improvement program (modeled closely on Costco’s program), which has now been adopted in every manufacturing department at Cymer, and resulted in nearly 200 improvements in the past year!”  
— Brian Slye, Manager, Optics Manufacturing and Reclaim Programs, Cymer

“Kaizen events can be held to review just about any process, manufacturing or otherwise. We’ve held half a dozen here that have helped us tremendously and we are definitely not in manufacturing!”  
— Scott Crowley, Chief Operations Officer, Lloyd Pest Control

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