

## Lean in One Day – An Introduction to Lean Management

Many business processes include unnecessary steps or acts. These steps or acts must be carried out at the expense of the result.

The Lean in One Day training course introduces you to the basic concepts and principles of Lean management and the ways in which it can be used within EUR.

### Objective and outcome

Once you have completed this training course, you will be aware of the added value that lean management has for the customer *and* the organisation, and you will encourage the sharing of information and a substantive dialogue. You will also know how to make performance visible and improve it. Above all, you will have the energy and motivation to critically analyse and improve business processes.

### Competencies

Realisation & Evaluation: customer involvement  
Communicating & Influencing: cooperating  
Customer orientation (service orientation)  
Analysing & devising: analytical and conceptual ability

### Structure & Content

The main topic of the training course is a practical case of the insurance firm 'Get Real'. In this case, it is clear that Get Real is not doing well. Once you have acquired sufficient lean management knowledge, you will work with other participants to turn the tide. The effects of your process improvements will be visible immediately. You will therefore have the opportunity to rapidly master the theory and immediately apply it in practice, and of course to make mistakes. You will discover that working harder does not help in the long run. What helps is working smarter. It is essentially about being properly aware of one's own contribution to the total process and discovering how the customer experiences it.

This training course in any case contains the following subjects:

- A history of lean management
- The phases of lean management
- Value
- Value stream
- Flow
- Pull

- Perfection

### Instructor

The training course will be given by Sven den Boer of ProjectsOne.

### Target group

The Lean in One Day training course is intended for managers and employees who are responsible for or who are involved in the execution of more customer-oriented processes. These processes may relate to support services and projects and to academic projects.

### Certificate

After completing the training course, you will receive a certificate of participation.

### Practical information

Dates At the moment there are no dates available. Please email us if you are interested and we will contact you when new dates are announced.

Duration 1 day  
Location EUR Woudestein

### Enrolment

To enrol in the course, please use the digital [enrolment form](#). The participation fee is €325 per person. This training course is subject to the standard TOP [terms and conditions for cancellation](#).

### Contact

For more information, please contact Miranda Smit or Imke Vos.

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