



Business improvement workshops

Performance Workshops

Meet the challenge to improve performance

“AFTER ATTENDING A SR OPERATIONAL BOOT CAMP PUT ON BY THE STRATEGIC BUSINESS SERVICES DIVISION WE IMMEDIATELY IMPLEMENTED IDEAS PRESENTED AT THE WORKSHOP THAT CONTRIBUTED TO A SIGNIFICANT IMPROVEMENT IN OUR ON-TIME DELIVERY.”

ALAIN LABOISSONNIERE,
DIRECTOR OF OPERATIONS

OLYMPUS PROVIDES AN INDUSTRY-LEADING PORTFOLIO OF INNOVATIVE TEST, MEASUREMENT, AND IMAGING INSTRUMENTS. OLYMPUS INSTRUMENTS ARE USED IN APPLICATIONS RANGING FROM IMAGING AND AEROSPACE TO MANUFACTURING AND PETROCHEMICA.

Business Process Improvement / Kaizen Workshops

Overview **1-3 days**

Business Process Improvement / Kaizen workshops are result-driven activities that apply process improvement in a structured manner. These events have proven to be an extremely efficient method to quickly improve business processes and realize cost reductions through efficiencies gained. Examples of processes include; Contract Review Process, Engineering Change Process, Design Review Process, Order Fulfillment Process, Nonconformance and Corrective Action Process, etc.

Benefits

Depending on the type of event, companies will see immediate improvement in one or more of the following:

Increase productivity

Lead time reduction

WIP or Inventory reduction

Floor space reductions

Quality cost reductions

Participants will :

- Receive an introduction to the House of Lean
- Gain hands-on experience using lean tools and techniques
- Learn how to complete a process map (current and future state)
- Experience the satisfaction of contributing to rapid and effective improvement in the targeted area.

Event outline

Business Process Improvement / Kaizen workshops range from 1 to 3 days depending on the scope of the event. All events are performed on-site and begin with team training on lean tools and techniques. Synergy improvement experts coach team members on the application of continuous improvement techniques throughout the event in a manner that produces the pre-defined desired outcome.

Who should attend?

Participation should be voluntary. All events follow the 1/3 rule;

- 1/3 from the process including the process owner,
- 1/3 familiar with the process
- 1/3 unfamiliar with the process.

Internal Auditor Training

Overview

Is your auditing program comprised of both compliance and management audits? Do you include QMS (Quality Management System) assessments as part of your program? Auditing can quickly impact your company's continuous improvement efforts. We offer a one day Internal Auditing workshop designed to cover best practices for performing internal audits while exposing the participants to the value of utilizing QMS assessments to measure improvements.

Benefits

Participants successfully completing this course will gain the knowledge required to:

- Develop an effective audit questioner**
- Conduct an audit**
- Hold an audit findings meeting**
- Use the QMS assessment to work on the "right" things**
- Use the QMS assessment to monitor progress**

Course outline

This course has been designed to move the internal auditor beyond compliance auditing. You will learn how to perform management audits and understand the use of the QMS assessments to prioritize and monitor progress. Collectively these activities provide the technique to properly evaluate the overall effectiveness of your quality management system and support continuous improvement.

Who should attend?

Those who might benefit from attending this course include:

- Lean leaders and change agents.
- Quality managers
- Department managers and supervisors
- Cell Leaders and Value Stream Leaders
- Employees interested in becoming internal auditor
- 1/3 unfamiliar with the process.

Defect Monitoring Workshop

Overview

The “hidden plant” (Armand Feigenbaum) refers to the workarounds, rework, repairs, and all the undocumented or “hidden” activities that take place on a shop floor and throughout the business processes of an organization. These “hidden plant” activities contribute heavily to a company’s waste factor. All forms of waste significantly impact profitability and jeopardize the ability to meet the expectations of customers.

Benefits

Participants successfully completing this course will gain the knowledge required to:

Make defects visible by recording the defects at the source of the defect when the defect occurs.

Engage employees by permitting them to contribute to the data collection process.

Easily monitor the effectiveness of the problem solving process.

Course outline

This workshop has been designed to introduce you to the why and how of deploying a visual defect monitoring system. Participants will be exposed to samples of data gathering sheets, charts, and reporting systems as well as a number of tools to help begin the process.

Who should attend?

Those who might benefit from attending this course include:

- Lean leaders and change agents.
- Quality engineers and inspectors
- Department managers and supervisors
- Cell Leaders and Value Stream Leaders

8 D (Discipline) Problem Solving

Goal

Have you ever found yourself stuck in a circle of solving the same problem over and over again? Have you ever stopped to ask yourself why? To move beyond the process of uncovering defects, recording, and visually displaying them companies must deploy a proven problem solving process to permanently eliminate recurring and costly issues.

Approach

In this one day workshop you will learn a common methodology using the 8D process and some of the supporting problem solving tools. You will then apply what you learn through an exercise using unsolved corrective actions.

Benefits

A Team Oriented Problem Solving (TOPS) strategy will utilize a step-by-step problem solving methodology. With the 8D process teams will address and solve problems by uncovering and eliminating the root cause.

Who should attend?

Those who might benefit from attending this course include:

- Lean leaders and change agents.
- Quality managers
- Department managers and supervisors
- Cell Leaders and Value Stream Leaders
- Employees interested in becoming internal auditor
- Manufacturing Engineers

Take control of your business processes and meet the challenge.