

Lean Admin Game

Purpose

- The game uses a “university admissions” process as the organizational setting.
- Players assume different roles including customer (applicant), admissions clerks, external reference, departmental tutors, accounts officer, etc.
- The game is then played over a minimum of three rounds. The “scoreboard” highlights key indicators such as ‘time to complete’, ‘no. of errors’, ‘productivity’ etc.
- The participants then are allowed to make improvements and play another round. Changes are made after each round - with subsequent measures and discussion.
- Playing the game reinforces the key principles of Lean, empowering participants to take the initiative and implement continuous and sometimes radical improvements in their workplace.

Result

Participants:

- experience a fast track and hands-on journey from ‘traditional’ to lean.
- learn how to identify danger signs, implement change and break down misconceptions.
- gain understanding of muda (waste), mura (variation) and muri (overburdening)
- form a cohesive group with shared experience of improvement and business concepts.

As a result of playing the game, participants will be familiar with the following principles, including:

- organize around outcomes and flow, not tasks
 - one-piece flow
 - value and failure demand
 - importance of seeing the whole
 - create continuous flow
 - see the importance of balancing the workload in time and between people
 - build quality into the process and at the source
 - have those who use the output of the process perform the process
 - subsume information processing work into the real work that produces the process
 - link parallel activities instead of integrating their results
 - put the decision point where the work is performed, and build control into the process
 - capture information once and at the source
 - create a pace in the flow
- Making things simpler and more flexible is the goal
 - Don’t let current way of working constrain you
 - ”think outside the box”

Facilitator training

We sell the game together with training for how to run the game.

The following is covered in the facilitator training:

- Introduction to Lean Admin
- We play the game (shorter than normal)
- Guidelines for the game and facilitation
- Lean concepts in the game
- Questions and areas of discussion for reflection and learning
- How to use the game

The cost is:

Facilitator training per person 8 900 SEK (excl VAT) (approx 990 euro)

Cost per game 10 000 SEK (excl VAT) (approx 1110 euro)

N.b. the game is complete and includes instructions, files, laminated game papers, timers etc.

We perform the facilitator training in Gothenburg or other places and then travel cost is additional.