

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
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- 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