

ENGLISH – SYLLABUS (SPECIALTY)

SUBJECT:

LEAN SERVICE AND LEAN OFFICE

Studies: Management

I cycle studies
Management
Specialty: Modern Business Management

Faculty: Management

Subject status	Type of studies	Semester/ Term	Teaching hours		ECTS Points
			lectures	classes	
	Full time studies	6	16	14	2

Course description:

The study program on Lean Service and Lean Office is designed to equip individuals with the knowledge, skills, and methodologies required to optimize processes and enhance efficiency in service industries and office environments. Lean principles, initially developed in manufacturing, have been adapted and applied successfully in service and office settings to improve workflow, eliminate waste, and boost productivity. This interdisciplinary program delves into the core concepts of Lean methodologies and their practical application in service-oriented sectors such as healthcare, banking, hospitality, and various office-based functions. Students will explore the principles of waste reduction, continuous improvement, and efficient resource utilization within the context of service delivery and office management. The curriculum focuses on identifying and eliminating non-value-added activities, optimizing workflows, and improving the quality of services rendered in different industries. Additionally, it covers strategies to enhance office productivity, streamline administrative processes, and minimize lead times through Lean Office practices. Students will learn various tools and techniques such as Value Stream Mapping, Kaizen, 5S, and Just-in-Time (JIT) methodologies, adapted specifically for service industries and office environments. Practical case studies and simulations will allow students to apply Lean principles to real-world scenarios. Moreover, the program emphasizes the importance of fostering a culture of continuous improvement and employee engagement. It encourages teamwork, employee empowerment, and the solicitation of ideas from all levels of an organization to drive Lean initiatives and innovation.

The course is filled in with many case studies and practical examples of lean service and lean, so it should be interesting for all those students who are eager to deal with management issues also after the course.

COURSE LEARNING OBJECTIVES:

1. Understanding Lean Principles: Develop a comprehensive understanding of Lean methodologies and their application specifically within service industries and office settings.
2. Process Optimization: Acquire skills to identify inefficiencies, reduce waste, and optimize processes in service-oriented and office-based environments.
3. Enhanced Efficiency: Improve operational efficiency by implementing Lean practices to streamline workflows and increase productivity.
4. Quality Improvement: Focus on enhancing service quality and office performance by minimizing errors and defects in processes.
5. Employee Engagement: Encourage employee involvement and empowerment in Lean initiatives to foster a culture of continuous improvement.
6. Adaptation and Innovation: Foster adaptability and innovation by integrating Lean methodologies to create flexible and responsive service and office structures.

Teaching the functions and role of lean service and lean office for contemporary market entities, developing skills in solving lean service and lean, as well as analysing data (from primary and secondary data). Creating presentations for the reports and written reports on lean service and lean. Training of social competences related to collective problem solving and preparing and introducing all stages of lean service and lean in contemporary world.

COURSE EVALUATION:

Workshops – desk research report (written and oral), classes participation and activities, case studies

Lectures - final exam will be one-choice questions and open questions. (or TBA during classes)

The grading scale is as follows:

100% - 85%	5.0 (excellent)
84,9% - 75%	4.5 (very good)
74,9% - 70%	4.0 (good)
69,9% - 60%	3.5 (very satisfactory)
50% - 59,9%	3.0 (satisfactory)
< 50%	2.0 (failure)

Course policies and class rules:

The use of smartphones, mobile phones, all devices with internet access, are not allowed during the exams. During other in-class assignments you can use them for assignment purposes only. Students are expected to take full responsibility for their academic work and academic progress. Students are expected to attend class regularly, for consistent attendance offers the most effective opportunity open to all students to gain a developing command of the concepts and materials of the course. The study programme is strict about student attendance regulations. Students who focus on the business of the class increase their likelihood of success. They can do so by listening attentively to the instructor or to other students while participating in discussions. During class, they can participate as fully as possible and volunteer to answer questions. Students should minimise all behaviours that distract others during the class. Talking to other students apart from class discussions is inappropriate. Students who arrive late should seat themselves as quietly and as near to the door as they can. Students who must leave before the class period ends should exit quietly. The course material is designed to be completed within the semester time frame.

Finally, please feel free to come and see me to ask questions or to discuss difficult material. The course material is all cumulative. If you do not understand what happens in the first week, you will not understand what happens in the last week.

Teaching Methods:

Lectures and case studies (multimedia, case study – projects on sales management topics)

Course overview:

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to real-world scenarios. Moreover, the program emphasizes the importance of fostering a culture of continuous improvement and employee engagement. It encourages teamwork, employee empowerment, and the solicitation of ideas from all levels of an organization to drive Lean initiatives and innovation.

Main topics:

1. Introduction to Lean Principles in Services and Offices
2. Waste Identification and Elimination in Service Industries
3. Process Improvement Techniques in Office Environments
4. Lean Tools: Value Stream Mapping, 5S, Kaizen
5. Quality Improvement in Service Delivery and Office Performance
6. Employee Engagement and Empowerment in Lean Initiatives
7. Case Studies: Application of Lean in Various Service Sectors

Literature

Main texts:

1. Radnor, Zoe J. & Holweg, Matthias - "Lean in Healthcare: The Unseen Agenda" - CRC Press (2018)
2. Dennis, Pascal & Baines, Tim - "Essentials of Services Marketing" - Routledge (2018)
3. Liker, Jeffrey K. & Franz, David Meier - "The Toyota Way to Service Excellence: Lean Transformation in Service Organizations" - McGraw-Hill Education (2018)
4. Poksinska, Bozena - "Lean Thinking for Healthcare" - Springer (2017)

Additional required reading material:

1. Found, Pauline - "Lean Higher Education: Increasing the Value and Performance of University Processes" - Palgrave Macmillan (2018)
2. Liker, Jeffrey K. - "The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer" - McGraw-Hill Education (2017)
3. Sobek II, Durward K. & Smalley, Art - "Understanding A3 Thinking: A Critical Component of Toyota's PDCA Management System" - CRC Press (2018)

Rules of the exams on subject (Assessments)

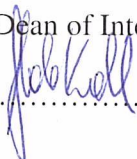
Lectures – Written exam (test and case study)

Classes – case study, discussion, attendance, activities, project, essay

Date of submitting the syllabus: 30.09.2023

Accepted by: Dean of International Affairs

Signature:



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