

ENGLISH – SYLLABUS (SPECIALTY)					
SUBJECT:					
LEAN SERVICE AND LEAN OFFICE					
Studies: Management 1 cycle studies Excellence in Management Specialty: Psychology In Business			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 Lean Service and Lean Office program concentrate on applying lean principles and methodologies within service industries and office settings. Lean principles, originating from manufacturing, have been adapted to improve operational efficiency, minimize waste, and optimize processes in non-manufacturing sectors, such as service industries and office environments. The curriculum starts by introducing students to the fundamental concepts of lean management, emphasizing its adaptation and application in service-oriented sectors and office workflows. It explores the philosophy of lean thinking, emphasizing the importance of delivering value to customers while eliminating waste and inefficiencies. Students engage in practical learning experiences focusing on techniques and tools essential for streamlining service processes and office workflows. This involves studying methodologies like value stream mapping, Kaizen (continuous improvement), 5S (sort, set in order, shine, standardize, sustain), and other lean tools tailored for service delivery and office environments. Furthermore, the program emphasizes the importance of customer-centricity and quality improvement in service delivery. It highlights the significance of eliminating defects, reducing cycle times, and optimizing processes to enhance customer satisfaction within service industries. Developing a lean culture within organizations is a key aspect of the program. It focuses on cultivating an environment that encourages continuous improvement, employee engagement, teamwork, and a mindset geared towards problem-solving and innovation. The course is filled in with many case studies and practical examples of Lean service and lean office problems, so it should be interesting for all those students who are eager to deal with sales management issues also after the course.					
COURSE LEARNING OBJECTIVES: <ol style="list-style-type: none"> 1. Understanding Lean Principles: To comprehend the foundational principles of lean management and its application in service industries and office environments. 2. Improving Operational Efficiency: To learn techniques and methodologies aimed at streamlining processes, reducing waste, and enhancing productivity in service and office settings. 3. Implementing Lean Methodologies: To apply lean tools such as value stream mapping, Kaizen, 5S, and continuous improvement strategies for service and office processes. 4. Enhancing Customer Satisfaction: To focus on delivering high-quality services and improving customer satisfaction by eliminating inefficiencies and delivering value. 5. Cultivating a Lean Culture: To foster a culture of continuous improvement, teamwork, and employee involvement essential for sustained lean practices in service sectors and office environments. <p>Teaching the functions and role of Lean service and lean office for contemporary market entities, developing skills in solving Lean service and lean office problems, as well as analysing data (from primary and secondary data).</p>					

Creating presentations for the reports and written reports on Lean service and lean office problems. Training of social competences related to collective problem solving and preparing and introducing all stages of Lean service and lean office 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:

The Lean Service and Lean Office program concentrate on applying lean principles and methodologies within service industries and office settings. Lean principles, originating from manufacturing, have been adapted to improve operational efficiency, minimize waste, and optimize processes in non-manufacturing sectors, such as service industries and office environments. The curriculum starts by introducing students to the fundamental concepts of lean management, emphasizing its adaptation and application in service-oriented sectors and office workflows. It explores the philosophy of lean thinking, emphasizing the importance of delivering value to customers while eliminating waste and inefficiencies.

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encourages continuous improvement, employee engagement, teamwork, and a mindset geared towards problem-solving and innovation.

Main topics:

1. Introduction to Lean Management Principles
2. Application of Lean Tools in Service Industries
3. Value Stream Mapping for Service Processes
4. Kaizen and Continuous Improvement in Service Delivery
5. Lean Office Techniques: Implementing 5S Methodology
6. Customer-Centric Lean Service Delivery
7. Cultivating a Lean Culture in Office Environments

Literature

Main texts:

1. Womack, James P., Jones, Daniel T. - "Lean Thinking: Banish Waste and Create Wealth in Your Corporation" - Free Press - 2019
2. Liker, Jeffrey K. - "The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer" - McGraw-Hill Education - 2018
3. Rother, Mike - "Toyota Kata: Managing People for Improvement, Adaptiveness and Superior Results" - McGraw-Hill Education - 2018

Additional required reading material:

1. Balle, Michael - "The Lean Manager: A Novel of Lean Transformation" - Lean Enterprises Inst Inc - 2018
2. Mann, David - "Creating a Lean Culture: Tools to Sustain Lean Conversions" - Productivity 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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