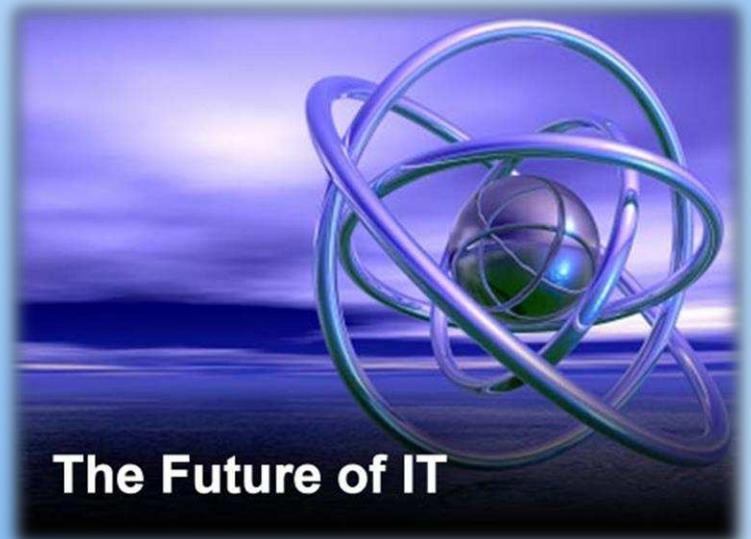




LSS Academy Lean IT Foundation Accredited by EXIN – Public Training



The EXIN Lean IT Foundation qualification is the result of a partnership between EXIN, worldwide market leader in ITSM certification, and LSS Academy, a leading provider of Lean Six Sigma certification in the South East Asian market.



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Lean IT – cut costs while maximizing customer value

The concept of Lean IT focuses on reducing and avoiding waste activities and realizing continual improvement. In the Lean way of thinking, waste is defined according to the customer's perspective. As a result, companies that implement the Lean IT approach, increase both efficiency and customer value. Lean IT is a concept that requires managers to empower their employees, since the real value for the customer is created on the work floor.

Who can benefit?

Lean IT is complementary to other frameworks in the Information Management domain, such as ITIL. Professionals who are previously qualified in the field of ITIL seriously increase their repertoire of skills through Lean IT. This program approaches process efficiency from a different angle, with a strong emphasis on behaviour and customer value.

Heritage

The roots of the 'Lean' principles are to be found in the Toyota factories in the fifties. In order to optimize the production process, management focused on the need to minimize waste and produce high quality. Concepts like 'kaizen' and continual improvement were introduced, together with an empowering management style. Showing interest in employees and involving them in the optimization of the business processes, a quite unusual approach in those days, was a vital ingredient of the Lean concept. These days Lean principles are starting to be applied to the services sector, especially in IT.

Relationship with other frameworks

Lean IT is complementary to other qualifications, such as ITIL, EXIN ITSM program and EXIN Green IT. Although all of these approaches aim to reduce costs by increasing efficiency, the emphasis is different. In Lean IT, the 'customer value' viewpoint is leading, as well as focusing on the behavior needed to implement organizational change and empower the work floor to create customer value.

The concept of Lean IT is also clearly related to the Six Sigma framework. Both aim to increase process efficiency, but Six Sigma does so by identifying and reducing defects based upon statistical data analysis. Lean IT makes use of some aspects of Six Sigma, such as techniques for measuring as part of continuous improvement, but is much broader as it puts greater emphasis on the behavioural factors.

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Contact us at:

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Why choose this EXIN qualification?

- ✓ Lean IT offers a different approach to process efficiency
- ✓ Emphasizes on the human factor
- ✓ Lean IT Foundation broadens view
- ✓ Focuses on soft skills
- ✓ Complementary program

Benefits for companies

- ✓ Lean IT increases efficiency = lower costs
- ✓ Focuses on increasing customer value
- ✓ Advocates an empowering management style
- ✓ Stimulates employees to realize continuous improvement
- ✓ Creates critical mass

"Lean IT gives a boost to employee involvement. It stimulates me and my colleagues to think of ways to improve our business processes on a continuous basis."





EXIN, the world's most renowned exam institute.

EXIN aims to offer the best independent certification and accreditation for information management in the world.

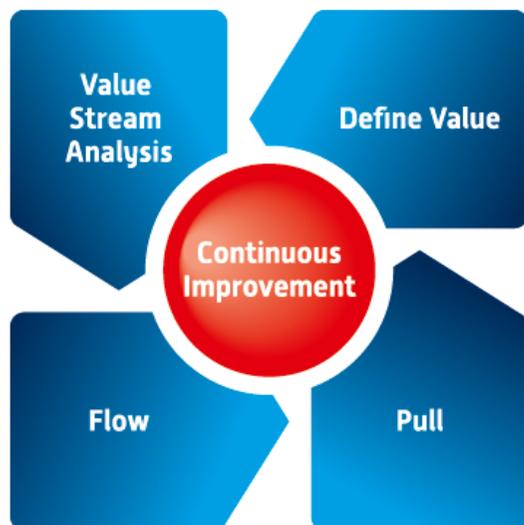
Ambitious? Certainly. Too ambitious? Definitely not. EXIN offers the most complete portfolio of certificates for Information Management. EXIN works with hundreds of accredited partners worldwide, who provide training and develop training materials. In addition, in cooperation with partners, EXIN manages exam centers where you take exams under optimum conditions and obtain your certification as an individual or as an employee of an organization.

Lean IT Foundation

The qualification program Lean IT Foundation creates a sound basis for improving business processes through continuous improvement, minimizing waste and creating customer value. The focus is on behaviour, which makes Lean IT an obvious choice for IT professionals who wish to broaden their horizon.

Exam overview Lean IT Foundation

The diagram shows the 5 leading principles of Lean IT. The EXIN Lean IT Foundation qualification covers them all.



Training and Exam Content (9 Segments)

- I. General knowledge of the origins of the TPS and insight into the five core Lean principles
- II. Application of the Lean principles of Value
- III. Lean principle of Value Streams
- IV. Lean principles of FLOW
- V. Lean principles of PULL
- VI. Lean principle of Continuous Improvements
- VII. Lean Management and its role in the implementation of Lean IT
- VIII. Understanding of the psychology of change and the role of Lean change agent
- IX. Knowledge of the content of a generic project plan for a Lean IT project

Exam Details

- ✓ Number of questions: 40
- ✓ Pass mark: 65% (26 out of 40)

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