

## Our Contact Details



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CHANGE WITH US<sup>®</sup>

## About the Morpheus Group

The Morpheus Group consists of three integrated and complimentary brands; a recruitment business, consulting practice and training offering. Our business deliberately straddles the recruitment, consulting and training disciplines in order to offer our clients a joined up service offering across the change management marketplace.



Morpheus Training supports companies that are looking to improve process and manage change internally. Our expert trainers achieve this through the effective transfer of knowledge to groups or individuals at any level using effective mentoring (to Director Level) and bespoke material relevant to our client's operation.

Our experienced training consultants run internal or 'in house' courses for clients as a preferred option to public or open training. Experience tells us that clients prefer to run training on their own premises where possible as accommodation and travel costs are kept to an absolute minimum. Internal courses also enable us to run standard or bespoke training for your staff alone, which means that all training examples and illustrations will be familiar and specific to your business.



[www.morpheus-group.com](http://www.morpheus-group.com)



## Lean Service Training

### Training Purpose

Lean encompasses both a philosophy and series of tools and techniques that enables companies to eliminate anything not absolutely required to deliver a quality product or service, on time, to their customers.

We look to train service sector staff in the safest, most efficient ways for your business to do things right first time, every time!

Lean training when applied to your business will increase productivity by producing or servicing more with the same resources.

### Course Objectives

Our Lean Service training is designed to assist service sector organisations seeking to improve the quality of their service whilst reducing costs, improving flexibility and reducing lead time will definitely benefit from this training.

### Who Should Attend?

The course is ideal for anyone working in organisations such as financial services, telecommunications, retail, sales, marketing, supply chain, local government, NHS and all public services who is required to participate in Lean improvement activities within their business.

Upon completion of this course, delegates will have the tool knowledge required to participate in Lean improvement projects within their business units.

### Pre requisites

No previous Lean experience is necessary. Trainees should be proficient in basic Microsoft® Office.

### Topical Outline

#### Typical Course Content Includes:

- Value Stream Mapping
- Waste Elimination
- Demand Analysis
- Lean Processing
- Effectiveness Measurement
- Total Process Maintenance
- Standard Operating Procedures
- 5S and Visual Management
- Mistake Proofing
- Cause and Effect

We recommend that prior to the Lean Foundation training, a 1 day Lean Assessment is conducted.

This will identify areas for early application of Lean Techniques and enable training delivery to be tailored to the client's specific needs.

For more information about Morpheus Training, please contact us on:  
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