



National Board for Quality Promotion QUALITY COUNCIL OF INDIA

2nd Floor, Institution of Engineers Building, 2, Bahadur Shah Zafar Marg,
New Delhi – 110002



1-day Leadership Awareness Program on “Lean IT” Programme Structure : Date: February 21, 2018

Time	Activity
0900 – 0945 hrs	Registration
0945 – 1000 hrs	Introduction Session - Mapping the Expectations
1000 – 1115 hrs	Introduction to Lean <ul style="list-style-type: none">• The current state of IT Processes• Introduction to Lean• What is Lean IT?• IT Waste
1115 – 1130 hrs	Tea / Coffee Break
1130 – 1315 hrs	Principles of Lean IT <ul style="list-style-type: none">• Principles of Lean IT• Specifying Customer Value• IT Value Streams• Create flow & pull• Continuous improvement
1315 – 1400 hrs	Lunch break
1400 – 1530 hrs	Principles to practice <ul style="list-style-type: none">• Linking performance with process• Value Stream Mapping to diagnose problems• Problem solving through kaizen• Lean Tools to improve IT value streams
1530 – 1545 hrs	Tea / Coffee Break
1545 – 1715 hrs	Implementing Lean IT <ul style="list-style-type: none">• Strategy for implementing Lean IT• Lean implementation framework• Lean in Software Development• Lean in IT Service Management• How to get started Lean IT?
1715 – 1745 hrs	Concluding discussions
1745 - 1800 hrs	Certificate Distribution & Closure of Program