

# LeanMan Car Factory Simulation – VSMgt 3-Event Service Center Simulation

140 minutes

<p><b>LM VSMgt Introduction</b> 40 minutes</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"> <p>PowerPoint Service Repair Center 31 slides</p> </div> <div style="width: 30%;"> <p>Introduction to the organization of work as crafted by Frederic W Taylor in the early 20<sup>th</sup> century and what that means to the typical process flow found in the service industry. Slides 1 - 7</p> </div> <div style="width: 30%;"> <p>Introduction to the concepts, terms and needs of the service return and repair center, and how we might apply Value Stream Mapping to the management side of the organization. (VSMgt). Events 1 thru 3 will be discussed in detail. Slides 13-31</p> </div> <div style="width: 20%;"> <p>PowerPoint Little's Law 16 slides</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <p>10 minutes</p> <p>15 minutes</p> <p>15 minutes</p> </div>
<p><b>Simulation Events 1 &amp; 2</b> 55 minutes</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 15%;"> <p>PowerPoint Facilitator Guide 35 Slides</p> </div> <div style="width: 20%;"> <p>Setup Table with placemats, forms, and kit of materials</p> </div> <div style="width: 25%;"> <p><b>EVENT 1: Independent Process Flow:</b> Initial build of product following instructions on participant placemats. Record metrics using wet erase marker and stopwatch. [9 participants + observer team]</p> </div> <div style="width: 10%;"> <p>Reset table arrangement and kit materials</p> </div> <div style="width: 25%;"> <p><b>EVENT 2: Synchronized Process Flow:</b> Second build of product following instructions on participant placemats. Record metrics. [8 participants + observer team]</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <p>15 minutes</p> <p>* 20 minutes</p> <p>5 minutes</p> <p>* 15 minutes</p> </div>
<p><b>Simulation Event 3</b> 45 minutes</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Discuss observations and metrics considering the difference between independent and synchronized flow, and in particular the flow between operators and the use of the control forms, Consider improvements the team would like to see.</p> </div> <div style="width: 10%;"> <p>Rearrange tables with suggested changes.</p> </div> <div style="width: 25%;"> <p><b>EVENT 3: Lean Process Flow:</b> Third build of product following instructions on participant placemats. Record metrics. [6 participants + observer team]</p> </div> <div style="width: 35%;"> <p>Discuss observations and metrics</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <p>15 minutes</p> <p>5 minutes</p> <p>* 15 minutes</p> <p>10 minutes</p> </div>