



Leadership Workshop on Lean IT
Innovative Approach to Enhance Global
Competitiveness of IT Organizations
(FICCI in collaboration with Fox IT)



May 31, 2014

At

FICCI, New Delhi

1. Introduction

In today's marketplace, information technology is playing an increasingly vital role in business strategy; facilitating organizations achieve operational excellence, increase agility, enable learning, collaborate more closely with customers, and accelerate idea-value-innovation through development and delivery of new IT products and services.

Lean management has emerged as one of the most powerful approaches to enhance process performance of manufacturing and service organizations. Realizing the power of Lean during last couple of year's information technology has also adapted "Lean IT" as an innovative approach to enhance customer value, reduce project time and cost and improve profitability of the IT products and services.

Lean IT is the extension of lean manufacturing and lean service principles to the development and management of IT products and services. Its central concern, applied in the context of IT, is the elimination of waste, where waste is work that does not add value to a product or service but consumes costly resources. The approach is a way of thinking and acting, focusing heavily on organizational culture.

2. Course Objectives

- ✓ To provide comprehensive understanding of Lean IT concepts & benefits
- ✓ To trigger lean thinking in leadership & IT professionals
- ✓ To provide an insight into what Lean IT can mean for an IT organization
- ✓ To provide a framework on how to implement Lean IT in your organization?

3. Who should attend?

- ✓ Senior Management professionals of IT Organizations

- ✓ IT Professionals involved in Software development, IT Service Management, IT Enabled Services and other IT business management functions
- ✓ IT Professionals working in Insurance, Banking, Financial services, and other service/manufacturing organization
- ✓ CIOs, Senior Managers, IT Managers, Quality Professionals, Operation Managers, and Engineers involved in strategy development, business planning and operations of IT service processes

4. Course Schedule and Registration Process

Date: May 31, 2014

Timing: 09.30 -17.30 Hrs

Venue: Federation House, New Delhi

Participation Fee: Rs.6000+12.36% Service Tax
(Total Amount: Rs. 6742.00, includes cost of training, course kit, lunch & tea)

Registration: Send registration form along with a Cheque/DD in favour of "FICCI QUALITY FORUM".

The seats in the course are limited and registration will be done on first-come-first served basis.

5. About Our Faculty

Lean Expert Akhilesh N. Singh; a Lean Management Consultant with specialization in Lean IT, Lean Manufacturing and Lean Six Sigma. A certified Lean IT professional from APMG-International UK. Trained on Lean Management in Toyota Motor Corporation Japan, Lean Enterprise Academy UK, and Kaizen Institute Japan.

Having over 40 years' experience of working in large enterprises and management consulting.

Conducted more than 150 training programs on Lean, Six Sigma & TQM in India, Bangladesh, Qatar and Saudi Arabia. Implemented Lean in SME clusters and large Enterprises. Author of 10 books on titles including Lean IT, Lean Manufacturing.

IT Expert Avinash Singh; an certified ITIL expert and IT Service Management consultant & Certified Lean IT professional having 18 professional certifications in ITIL, COBIT, Lean IT, ISO 2000 and IT Service Management from APMG International UK. Worked as ITSM Consultant in Tata Consulting Services and Quint Wellington Redwood (a Dutch Consulting Company) as IT Service Management Consultant. Country Manager Fox IT India.

He has conducted over 250 Consulting/Training assignments in leading organizations of India, Bangladesh, Philippines, Spain, Canada and Japan. Provided consulting/training to major Indian IT organizations including; Microsoft, Infosys, Wipro, Airtel, Coca Cola, WHO, Vodafone, DIAL, ONGC, etc.

6. About FICCI Quality Forum

FICCI Quality Forum (FQF) is a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with objective to sharpen the competitive edge of Indian Industry. FQF provides training, consultancy and research services focused on enhancing the quality quotient of clients and partner organization.

For the past 20 years, FQF is providing training on various ISO management systems and has a pool of highly competent & experienced trainers to conduct training courses.

FQF in collaboration with Nigel Bauer & Associates (NBA) is providing IRCA, UK approved Auditor/Lead Auditor training courses on ISO 9001 Quality Management System (QMS) ISO 14001 Environment Management System (EMS), ISO 22000 Food Safety Management System (FSMS) and Occupational Health and Safety Management System (OHSAS) 18001 standards.

In addition we also provide trainings on ISO 17025/ISO 15189 Laboratory Management Systems, Lean Management, Six Sigma Green

7. About Fox IT

Fox IT is a global independent IT Service Management specialist providing a range of innovative consulting and training services enabling IT Transformation. Established in UK in 1981 with its headquarters in London, recently started office in India also. Fox IT providing training & consulting services to leading organizations across the globe in more than 25 countries. IT Service Management Consulting & Training portfolio includes ITIL, Cobit, Lean IT, ISO 20000, IT governance etc. as per International standards.

8.Course Outline

- ✓ Why IT should go for Lean?
- ✓ Lean Thinking
- ✓ Concept of Value and Waste in IT
- ✓ What is Lean IT?
- ✓ What are the benefits of Len IT?
- ✓ Strategy for Lean IT Implementation
- ✓ How to implement Lean IT?
- ✓ Lean Leadership & Culture
- ✓ How to begin Lean journey?
- ✓ Action plan for “Getting Started”!

9.Course Venue

Federation of Indian Chamber of Commerce and Industry (FICCI)

Federation House, 1,Tansen Marg
New Delhi –110001, India

For further details & to reserve your seat, please contact:

Mritunjay Kumar
Tel: +91-11-2348 7356,
Mobile : +91 - 99111 64501
E Mail: fqf@ficci.com;
mritunjay.kumar@ficci.com