LEAN MANAGEMENT THINKING

ICMA COE
Centre of Excellence



JUNE 25, 2026

SERENA HOTEL, ISLAMABAD

COURSE OBJECTIVES

This course helps participants to:

- *Develop a strong understanding of Lean and Six Sigma principles as key drivers of operational excellence in modern organizations*
- *Align process improvement initiatives with organizational strategy, KPIs, cost optimization, and enhanced customer experience*
- *Identify and eliminate waste, variability, and inefficiencies (Muda, Mura, Muri) across business functions, particularly in service and banking environments*
- *Apply Value Stream Thinking and process mapping tools (SIPOC) to gain end-to-end visibility and improve cross-functional collaboration*
- *Apply process mapping and structured problem-solving (DMAIC)*
- *Use key Lean tools to improve efficiency and productivity*
- *Design customer-centric and sustainable process solutions*
- *Drive a culture of continuous improvement and effective execution*

WHO SHOULD ATTEND

- *Heads of Departments*
- *Senior Managers – Operations & Service Delivery*
- *Managers – Process Excellence / Transformation*
- *Branch / Unit Heads*
- *Team Leaders / Line Managers*
- *Quality & Continuous Improvement Professionals*

DURATION

1 Day – 8 Learning Hours

INVESTMENT AMOUNT

Investment Fee : *PKR 35,000*

* Individual & Group Discounts Available

CONTACT US

Sumreen Noman Ansari
0316 - 6558838

Khalid Jamil Ansari
0333 - 4134567

Faizan Ahmed
0331 - 2595875

https://shorturl.at/y55Wj

ICMA COE
Centre of Excellence

LEAN MANAGEMENT THINKING



COURSE CONTENTS

Module 1: Lean Six Sigma in Business Context
- Lean & Six Sigma as drivers of operational excellence
- Linking improvement initiatives to KPIs, cost, and customer experience
- Role of leadership in aligning projects with strategic objectives
- Common failure points in organizations (and how to avoid them)

Module 2: Identifying Waste & Process Inefficiencies
- Deep dive into Muda, Mura, Muri (service & banking context)
- Recognizing hidden inefficiencies across functions
- Introduction to Value Stream Thinking (VSM concept)
- Executive Exercise: Identify waste in a real business scenario

Module 3: Process Mapping for Decision-Making
- SIPOC as a management-level visibility tool
- End-to-end process thinking (breaking silos)
- Identifying bottlenecks and delays in service delivery
- Activity: Build a high-level process map (cross-functional case)

Module 4: Structured Problem Solving (DMAIC Approach)
- Overview of DMAIC framework
  (Define - Measure - Analyze - Improve - Control)
- Translating business problems into structured improvement projects
- Root Cause Analysis using 5 Whys + data validation mindset
- Mini Case: Apply DMAIC thinking to a business issue

Module 5: Improvement Tools for Operational Efficiency
- Applying Pareto Principle (80/20) for prioritization
- Introduction to key Lean tools:
- 5S (workplace efficiency)
- Kanban (workflow control)
- JIT (flow improvement)
- Poka-Yoke (error reduction)
- Selecting the right tool for the right problem

Module 6: Designing Sustainable Solutions (DFSS Perspective)
- Introduction to DMADV (Design for Six Sigma) for new processes
- Customer-centric design (CTQs – Critical to Quality)
- When to improve vs when to redesign

Module 7: Driving Culture, Leadership & Execution
- Embedding a continuous improvement culture
- Role of HODs & Managers in sustaining change
- Overcoming resistance & driving team accountability
- Governance of improvement initiatives

Module 8: Integrated Business Simulation
- End-to-end case (banking/service sector):
- Identify waste
- Map process
- Analyze root cause
- Prioritize improvements
- Group discussion + leadership insights

TRAINER'S PROFILE



Sumreen Noman Ansari
Director, ICMA Centre of Excellence
Certified Six Sigma Black Belt (CSSBB)
Certified Human Resource Professional (CHRP)

Sumreen Noman Ansari is currently serving as Director at ICMA Centre of Excellence, with strong expertise in HR, Quality Management, Business Process Re-engineering, Continuous Improvement, and Strategic Management.

She has extensive experience in developing HR professionals and driving initiatives such as process redesign, employee engagement, job evaluations, and performance management systems. Her work focuses on enhancing organizational efficiency through structured processes and Six Sigma methodologies.

She has led multiple quality and learning initiatives, collaborating with corporate and training institutions to build professional capabilities and deliver impactful results.

Her core areas of expertise include Quality Management, Human Resources, and Soft Skills.

https://shorturl.at/y55Wj

ICMA CoE
Centre of Excellence

LEAN MANAGEMENT THINKING



INVESTMENT AMOUNT & DISCOUNTS

Investment Fee : PKR 35,000

Early Bird Discount - I	Early Bird Discount - II	Group Discounts	Corporate Partner Discount
10%	5%	15%	25%
Valid till June 10,2026	**Valid till June 18,2026**	**Valid till June 23,2026**	**Valid till June 23,2026**

Notes:

1) Tax will be applied to the invoice

2) Training fee includes : handouts, certificates of participation, luncheon and refreshments

Last Date Of Registration: June 23, 2026

SCAN TO REGISTER

https://shorturl.at/y55Wj

With Best Regards,
ICMA - Centre Of Excellence
coe@icmap.com.pk