

LEAN YELLOW BELT CERTIFICATE ENHANCEMENT: CONDITIONS OF SATISFACTION & TEAM ALIGNMENT

COURSE DESCRIPTION

Learning how to “pull” the Conditions of Satisfaction from a client or customer is an essential Lean skill. This elective helps teams ask the right questions and workshop with customers to create alignment around what success looks like for any given project.

Prerequisites: This training is an enhancement to the Lean Yellow Belt Certificate Training Program and is recommended to be paired with the SMART Start-Up and Risk Register electives.

PROGRAM OBJECTIVES

- ✓ **Understand the value sought by internal and external customers and clients and their implied expectations.**
- ✓ **Learn how-to workshop with customers to determine what are the Conditions of Satisfaction of any given project.**
- ✓ **Utilize Conditions of Satisfaction to help map project risks and create mitigations to risk.**

PROGRAM STRUCTURE

MODULE	LEARNING OUTCOMES	HOURS
Conditions of Satisfaction and Creating Team Alignment		
Learn how to “pull” information from customers that provide insight into expectations and value.	<ul style="list-style-type: none">• Review SMART Startup process and revisit how to pull ideas of “what success looks like” from customers.• Develop a process of realizing Conditions of Satisfaction through an engaging workshop that maps out project deliverables.• Develop a Risk Register in parallel to Conditions of Satisfaction.• Learn how flow can be established and sustained through revisiting Conditions of Satisfaction and reflecting on continuous improvement.	2

EVALUATION

Attendance	60%
Participation in group discussions	40%
TOTAL	100%

PROGRAM DELIVERY

This course is delivered through an instructor-led session with group discussion, and audio/visual presentation.

PRICE

\$125 per student

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INSTRUCTORS



Avel Espiritu is an expert in Lean principles and practices. With years of progressive experience leading and managing projects, he applies Lean principles to execute project tasks and bring them to a close – on schedule and within budget.

As an innate team builder and dedicated mentor, Avel enjoys coaching business owners how to think Lean, particularly when they see direct results to their bottom line. Avel is an ASQ Certified Six Sigma Black Belt and is also the recipient of the Dale Carnegie Outstanding Performance Award.



Shafraaz Kaba is an Intergrated Project Delivery (IPD) expert and architect who thrives on facilitating architecture that is ecologically aware. He is previously known for his work at Manasc Isaac Architects, where he focused on net-zero energy and carbon-emission reducing goals for buildings. Shafraaz now facilitates the creation of regenerative, net zero energy, and carbon neutral architecture using Lean culture and design thinking.

Over the last 20 years, he has made significant contributions to the design and cultural landscape of Edmonton, mainly through founding Media Architecture Design Edmonton (MADE). Shafraaz has been involved with Energy Efficiency Alberta and the Lean Construction Institute of Canada.