



**HACETTEPE ÜNİVERSİTESİ**  
**ENDÜSTRİ MÜHENDİSLİĞİ BÖLÜMÜ**

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**ÇALIŞTAY DUYURUSU**

**Tarih-Saat:** 30/10/2013 Çarşamba – 13:00-16:00

**Yer:** Endüstri Mühendisliği Bölümü Konferans Salonu

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**“LEAN EXPERIENCE” – IMPROVING A BUSINESS PROCESS IN  
KAIZEN STYLE**

*Prof.dr. Jeroen de Mast*  
*University of Amsterdam*

Students are invited to works as employees in a realistic administrative process executed in the classroom. In between rounds, students are challenged to improve the process, reducing the turnaround time of jobs and making the process more efficient in terms of personnel costs.

***Learning objectives:***

- Get first-hand experience with a business process.
- Develop an eye for improvement in business processes.
- Learn about short-cycle process improvement initiatives.

***Techniques and theory:***

- Short-cycle process improvement in the style of Kaizen / Continuous improvement.
- Process mapping as a basis for process improvement.
- Principles from Lean Manufacturing.
- Capacity calculations and bottleneck analysis.

**BIO:** Prof.dr. Jeroen de Mast is professor of Methods & Statistics for Operations Management at the University of Amsterdam. He is also an experienced business consultant with 15 years of experience implementing Six Sigma, Lean and reliability engineering in healthcare, the services industries, manufacturing and the high-tech industry. Fall 2013, he is visiting professor at Boğaziçi University in Istanbul. He has authored many publications in the scientific literature on industrial statistics, quality engineering and operations management.

**\*Not:** Çalıştay ücretsiz olup sınırlı sayıda katılımcı alınacağı için çalıştaya katılmak isteyenlerin Araş. Gör. Volkan Sönmez'e ([volkansz@hacettepe.edu.tr](mailto:volkansz@hacettepe.edu.tr)) kayıt yaptırmaları rica olunur.