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Lean Six Sigma Training & Consultancy,
Reimagined for your Reality.

Purpose. People. Progress

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Our Mission

We make Lean work for real life.

Stacy Franklin | CEO, Founder, Lean Black Belt

I'm passionate about helping professionals and organisations cut waste, streamline processes, and build the future they want.

My goal? To make Lean practical, easy to understand, and truly impactful for everyone in service-based industries.

Discover our marketing training course.

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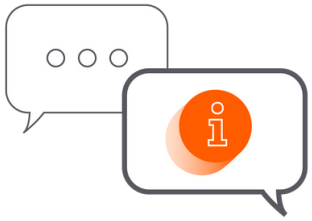

Multi-channel chaos, and endless admin tasks?

Lean for Service

Our accredited Lean Six Sigma online service course is designed to cut through the chaos and put you back in control. With on-demand access, industry-specific case studies, and practical downloadable tools, you'll simplify workflows, reduce admin overload, and deliver reliable customer service.

Our online Lean Service training supports:

✓ **Customer Service Representatives** to optimise support processes, reduce time spent on manual data entry, and dedicate more energy to providing timely, effective assistance and building strong customer relationships.

✓ **Hospitality Managers & Front Desk Staff** to coordinate reservations, check-ins, and guest services more efficiently while cutting down on manual tasks to enhance the overall guest experience.

✓ **Retail Managers & Store Associates** to manage inventory, scheduling, and customer interactions seamlessly, reducing administrative burdens and improving in-store efficiency.

✓ **Call Centre Agents** to simplify call-handling workflows, automate repetitive tasks, and spend more time resolving complex customer issues, ultimately improving service quality.

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Accredited training that delivers real ROI.

Our fully accredited Lean online courses align with top industry standards, ensuring your expertise is recognised by employers, clients, and colleagues worldwide. Expect tangible improvements in your everyday work, backed by a qualification that truly sets you apart.

All Kanso Lean Service training online courses:

- ✓ Are accredited by the University of Limerick
- ✓ Recognised by the National Framework of Qualifications (NFQ))
- ✓ Provide CPD points for ongoing professional development

UNIVERSITY OF LIMERICK
OLLSCOIL LUIMNIGH

THE CPD GROUP
APPROVED PROVIDER
#786780
Verify @ https://thecpdregister.com

National Framework of Qualifications

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What To Expect

We don’t believe in one-size-fits-all training. That’s why our online, finance-specific Lean course is designed to help you build practical skills that make a real impact—on your work, your growth, and your future.

Learn at your own pace: Fit training around your schedule so you can upskill without sacrificing your services or project deadlines.

Earn industry-recognised credentials: With CPD & University Limerick accreditation, you’ll have proof of your expertise that stands out in any sector.

Apply real-world insights: The course uses real-world healthcare examples, case studies, and scenarios, making it directly applicable to your work environment.

Tap into downloadable templates & tools: Streamline processes immediately with ready-to-use resources like process maps, checklists, and more.

Enjoy tangible results: Whether it’s cutting costs, reducing errors, or speeding up processes, our Lean training focuses on the hard metrics that matter to you.

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How it works...

Step 1: Enroll & get instant access

Register & pay online to gain immediate access to the full Lean for Service training course, support and resources.

Step 2: Learn at your own pace

Flexible, self-paced learning—log in anytime, from anywhere. A blend of engaging video, text and audio lessons with real-world healthcare examples.

Step 3: Apply Lean & get certified

Complete your course materials and assessments and earn your UL & CPD-accredited Lean Six Sigma certification. Put your learning into action, applying a new Lean mindset and approach to your work.

Course Cost & Length

Cost: €2,495 per person (VAT exempt, includes UL registration fees)
Duration: 14 weeks (at your own pace)

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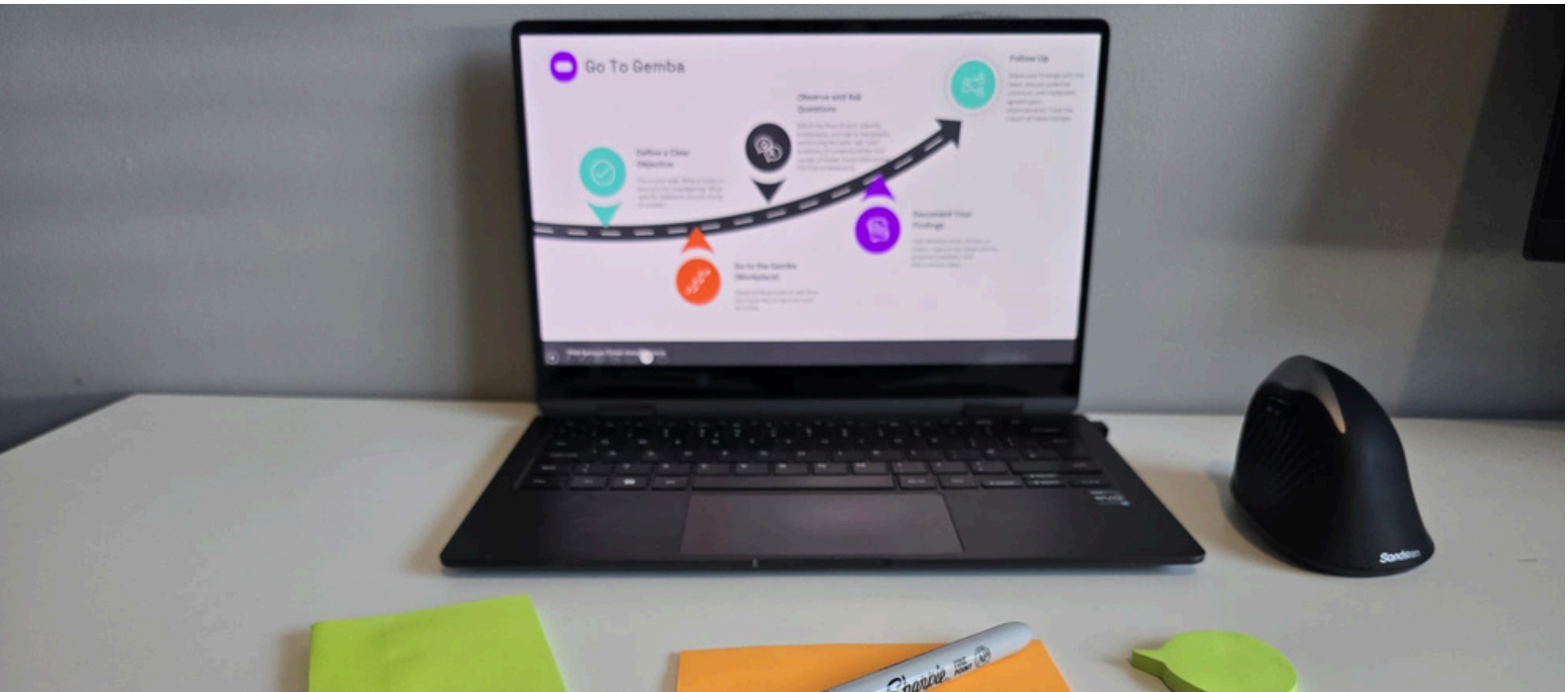
Course Content

This Lean training course is designed to break Lean down into three key areas:

- **Lean Culture and Mindset** – Learn to pause, question existing processes, and foster a culture of continuous, incremental improvement in daily work.
- **Lean Tools and Techniques** – Explore a variety of Lean tools, particularly those relevant to healthcare. Understand their purpose, how and when to apply them, and how they drive efficiency and improvement.
- **Lean Problem-Solving** – Gain practical knowledge of the DMAIC methodology (Define, Measure, Analyse, Improve, Control) to manage complex or deep-rooted process improvement projects.

You'll learn and apply a range of Lean tools and techniques, including the following and more:

- The 8 Wastes / Value-Added vs. Non-Value-Added Activities
- Process Mapping (Detailed, VSM, SIPOC)
- Root Cause Analysis (Fishbone Diagram, 5 Whys, Deep Dive Analysis)
- 5S and Workplace Organisation
- Standard Work, Pull Systems, and Kanban
- Kaizen and Continuous Improvement
- Poka-Yoke (Error Proofing) and Control Planning



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Course Details

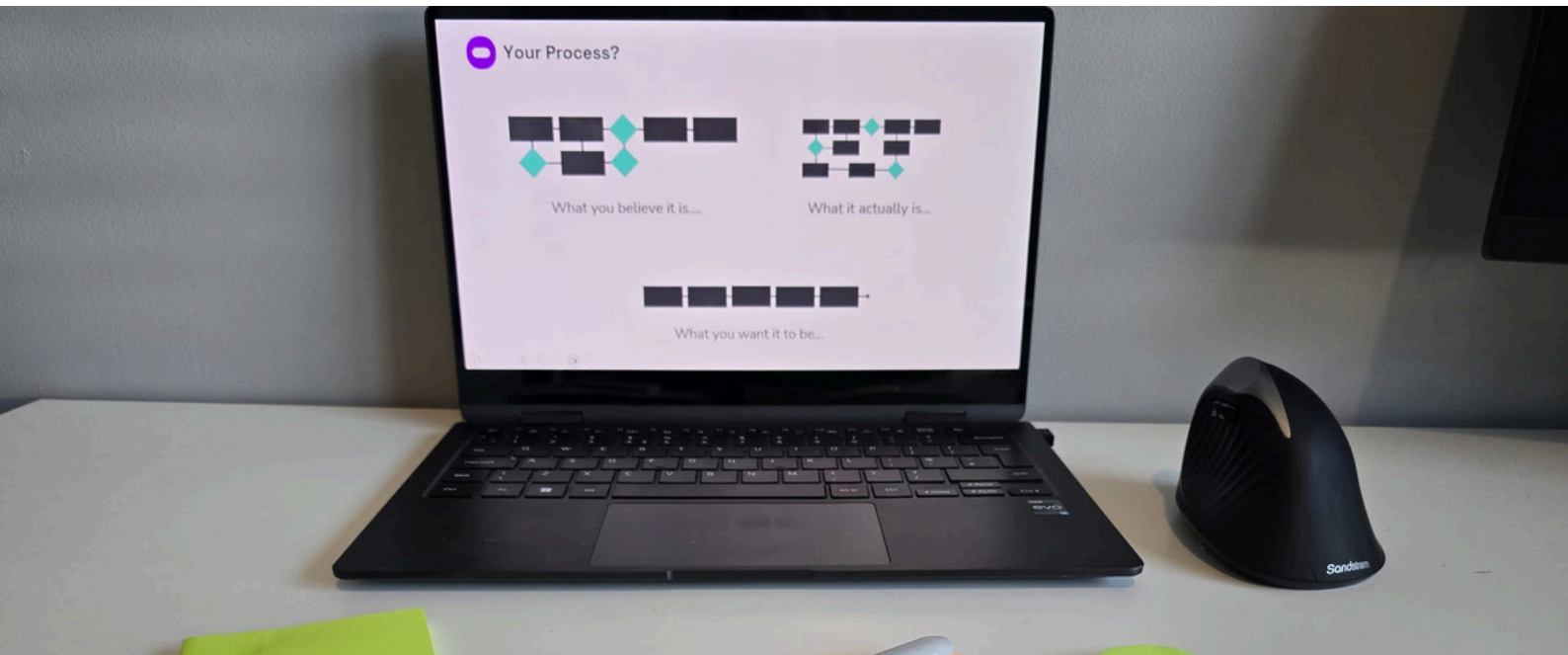
Previous Experience needed? No

Delivery method: Online, self-directed training with a blend of videos, text, interactive, and case studies. The course uses real-world healthcare examples, case studies, and scenarios, making the tools and techniques directly applicable to your work environment. You'll also receive a suite of downloadable digital tools with step-by-step instructions to apply them individually or in combination to solve different problems.

Assessment: Continuous Assessment - Four assignments based on case study analysis, self-evaluation, independent research, and Lean application in your organisation

Certification:

- NFQ Level 8 – University of Limerick
- CPD Certification
- Training aligned with industry-standard Lean Green Belt level



What Stacy's students say

Teresa Kavanagh
AnPost
Business Process Improvement Manager

"I had the pleasure of learning from Stacy Franklin during year one of my MSc in Lean Six Sigma at the University of Limerick. Her ability to simplify complex concepts and connect them to real-world applications left a lasting impact on my professional development. Her lectures were engaging, well-structured, and packed with practical insights. Stacy fostered a supportive, collaborative environment that built my confidence in applying Lean Six Sigma tools in the workplace."

Roni Borri
Org Group
Group Director of Learning and Development

"I was lucky enough to have Stacy as my Lean Black Belt lecturer. She is incredibly responsive, consistently offering clear and timely support. Her practical, realistic approach made the content both accessible and immediately applicable to my day-to-day role.
I've gained immense value from her insights, which have helped me bridge academic learning with real-world challenges."

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Ready to fix what's holding you back?

Enough firefighting. Enough wasted effort. Let's build a workplace that actually works.

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www.kanso.ie
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