# COURSE CURRICULUM

## TARGET CLIENTELE

The **SYSTEMS Design** workshop is designed for leaders, managers, and professionals who want to deepen their understanding of organizational mechanisms and strengthen the foundations required for sustainable performance. It is particularly suitable for individuals involved in continuous improvement, process transformation, or the development of effective management systems.

| PREREQUISITE | DURATION | FEES |
|---|---|---|
| DISCOVER Excellence workshop | 17 hours | *$2 145.00 plus taxes |

## GOALS

By the end of this training, you will be able to:

- Identify the three types of systems within your organization and understand their role in overall performance
- Use the five essential communication tools required to ensure system performance
- Read, create, and leverage a system map to visualize key dynamics, relationships, and interactions
- Understand how standardized system work supports ideal behaviors and promotes continuous improvement

## TEACHING FORMAT

**Flexible format: available in person or online, fully participative**

This workshop can be delivered either in person or online, depending on your needs. Regardless of the format, the experience remains highly interactive and immersive. Your active participation is expected: camera on (for online delivery), frequent interaction, group exercises, and engagement in discussions.

For online delivery, “Gemba” visits are conducted live through the instructor present in the host organization, who moves in real time to observe processes and highlight system interactions. In an in-person setting, these observations are carried out directly on site. In both cases, you are invited to interact, ask questions, and engage with employees to deepen your understanding of systems, their dynamics, and their impact on performance.

*Campus LEAN reserves the right to modify training prices without prior notice.

## CERTIFICATE

At the end of the workshop, you will receive an official certificate confirming successful completion of the training.

## DESCRIPTION

**SYSTEMS Design** is a two-day workshop that builds on the Shingo™ Model, with a focus on the Systems and Tools dimensions. It combines classroom learning with on-site observations in a host organization, providing a concrete and practical experience. This workshop directly builds on the knowledge acquired in DISCOVER Excellence and allows you to explore more deeply the mechanisms that support organizational excellence.

This workshop highlights a fundamental principle: all work is the result of a system. To achieve consistent and sustainable results, systems must be intentionally designed. Without clear intent, they evolve on their own in unpredictable ways, generating variable behaviors. However, it is precisely behaviors that determine results.

**SYSTEMS Design** enables you to understand how to design systems that support ideal daily behaviors and drive sustainable performance. You will develop a structured vision of the role of systems, the interactions they create, and their direct contribution to organizational excellence.

## INSTRUCTOR

**Bernard Gagnon - LEAN Six Sigma Master Black Belt, Certified Shingo Facilitator**

Bernard is President and CEO and founder of Campus LEAN. With nearly 30 years of experience in operational performance, he is recognized as a leader in the field of continuous improvement. A ***LEAN* Six Sigma Master Black Belt and certified Shingo facilitator**, he is also a **member of the Shingo Alumni**, a distinction reserved for professionals who have completed all Shingo workshops.

A highly regarded trainer and mentor, Bernard stands out for his ability to make complex concepts accessible and to create engaging learning environments. He supports organizations and their leaders with an approach that is both strategic, people-centered, and pragmatic. Over the course of his career, he has supported hundreds of managers and change agents, and is recognized for his teaching skills, rigor, and ability to mobilize teams around common goals.

## PASSIONATE ABOUT QUALITY? THESE TRAINING PROGRAMS ARE FOR YOU!

- Shingo Workshop – ENTERPRISE Alignment
- ***LEAN Six Sigma Green Belt***
- ***LEAN Six Sigma Black Belt***
- Daily Management System (DMS)
- Standardize Key Processes

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SYSTEMS DESIGN