



Lean 360° Online Coaching Programme What is it?

This intro briefly describes the Lean 360° Online Coaching Programme, organised by Honsha in partnership with the International Trade Centre (ITC), the ITC Quality Champions Programme, Medair and NetHope

What is the Lean 360° Online Coaching Programme?

This programme is a coaching relationship between an experienced and caring Lean professional (the Coach) and a novice Lean practitioner (the Coachee) in a developing country and/or an NGO who eagerly desires to grow in his/her ability to fruitfully apply Lean thinking and tools and to grow Lean in his/her context. The coaching will cover Coachee activities such as making improvements in the Coachee's own work, training and coaching others in Lean, facilitating an improvement project, and promoting Lean in an organisation. All Lean coaching is provided pro bono (at no cost) and virtually.

Who are the Coachees?

Coachees may come from two different backgrounds. They all want to grow in their understanding of and ability to apply Lean in their work and organisations. Their goal is to help others through Lean.

The first group is Quality Champions (QCs) who are part of the ITC's Quality Champion Programme. These are professionals in developing countries with a variety of backgrounds (some in Quality) who have received some initial Lean training and will act as Lean consultants to provide training, facilitation and coaching to small and medium enterprises (SMEs). This programme is open to QCs who have completed the QC Programme and who are currently actively serving through QC hubs, e.g., national quality associations or similar networks in their respective countries. Their application is expected to be endorsed by a national QC hub. QCs who join the Lean 360° Online Coaching Programme are expected to directly contribute to developing Lean training and support services via national QC hubs in support of business development, or with the objective of improving national services or otherwise contributing to national development initiatives.

The second group is Continuous Improvement (CI) Champions and other professionals in Medair and other NGOs (nonprofit non-governmental organisations doing international humanitarian and development work) who have taken some initial Lean training and who are improving processes and promoting Process Excellence in their organisations. These individuals generally have a full-time role in their organisation and are doing Lean in addition to existing roles and responsibilities because they see its potential to improve organisational performance, to empower colleagues and to help their NGO serve more people with greater impact.

Who are the Coaches?

Lean Coaches are experienced and caring Lean or Lean Six Sigma practitioners in the private sector who earnestly desire to help others grow and make improvements. They want to contribute to improving the performance of SMEs in developing countries and of NGOs who serve people in need.

How does Lean 360° Online Coaching Work?

After applying to give or receive Lean Coaching, Coaches and Coachees will be vetted and matched, if possible. Coach and Coachee will talk and get to know each other and the goals of the coachee. If they feel it is a good match, they will agree on coaching objectives, the coaching approach, and when and how long to meet. They will capture this in a Terms of Reference and commit to an initial timeframe of three months. After the three months, they may choose to continue their relationship or end it, and may ask to be matched with someone else. We ask Coach and Coachee to document and share improvements and other achievements. Administrators are available to help resolve challenges and address feedback.



Why should I sign up?

Coachees will benefit from coaching by experienced and caring Lean professionals who will accelerate their ability fruitfully apply Lean concepts and tools. They will be encouraged and built up in their ability to have a greater impact for good in their own role of improving processes and helping others improve.

Coaches will benefit from knowing that they are helping either Quality Champions who are promoting economic development and international trade in developing countries or CI Champions who are helping their NGOs reach more people in need in a better way. Coaches will also build meaningful relationships and expand their understanding of Lean and its applicability in areas of great need. They will also receive a Social responsibility certificate acknowledging their valuable contribution of time and knowledge.

How do I sign up?

To find out more, please visit the Lean 360° web page: <https://www.lean360.org/>.

To sign up to **receive** or to **provide** Lean 360° coaching, fill in the appropriate form at the bottom of the page.