Lean Champion Testimonials

Brad Brown  
*Strategic Planning Officer*  
*Grand Rapids Fire Department*

How did the LCCP overall affect your company? The LCCP has had a tremendous impact on the organization from day one by teaching tools and infusing a mindset that is immediately applicable to any industry.

How did the LCCP affect the profitability of your company? The Grand Rapids Fire Department has benefited with savings through process improvements that allow our people to spend more time on what’s truly important; providing outstanding value added services to the citizens and visitors to our great city.

How did the LCCP give your company a competitive advantage? A competitive advantage is immediately realized because you instantly start looking at processes, data and outcomes through a different lens. This viewpoint decreases costs, increases employee engagement and provides a higher quality outcome that cannot be achieved through traditional management methodologies.

Was it worth the investment? Unequivocally yes! This class is absolutely worth both the monetary and time commitments because you will realize immediate and continued savings through continuous improvements in your company.

What was the best thing that came out of your experience with the program? In addition to the strong network of passionate lean trained individuals, the most valuable aspect has been the challenging curriculum that introduced a wide array of problem solving tools that transcend industry lines.

Would you recommend this program to others? And why? In the competitive and economically challenging environment that many companies now face, staying ahead of competitors is a must. This is accomplished by meaningful change, aligned visions and the skillset to make those happen; the LCCP achieves that.
How did the LCCP overall affect your company? With the knowledge that I gained through the program I was able to bring it to my company and put a lot of the learning into action which help reduce both internal and external lead times for the company.

How did the LCCP affect the profitability of your company? I was able to take what I learned and help streamline/lean out our manufacturing processes in house. Last year alone we were able to save 1807 hours with the improvements that were made.

How did the LCCP give your company a competitive advantage? With the teaching of some of the great local through leaders of Lean Manufacturing I was able to bring the knowledge back to my company to help reduce our lead times both internally and externally which in turn gave us the chance to cut back on some of our inventory thus reducing the amount of cash that otherwise would be tied up. I was able to take what I learned back and train others inside the company. By doing so it opened up the flood gates for others to start thinking “outside the box” and coming up with ways to improve throughout the company.

Was it worth the investment? It was definitely worth the investment. Not only was the ROI gained back with one project I was also able to bring what I learned back and pass the knowledge onto our employees.

What was the best thing that came out of your experience with the program? For me it was the insight of the hidden costs that being “lean” can take out of any process in the company. Many times we focus on the shop when in actuality there is just as much, if not more, waste that occurs in the office. It was also nice to create some contacts from other organizations that are also dealing with the same issues that most companies are and to be able to network with them on ideas that can help both organizations.

Would you recommend this program to others? And why? Yes, although there is a pretty big initial cost to have someone attend the course with the enrollment and the time out of the office that cost is made up easily as long as you take what was learned back to the office and implement right away.