Lean Management for Achieving Operational Excellence Training Course



30 Nov - 04 Dec 2026

Vienna

5800 € (Per Person)

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Course Introduction / Overview:

This intensive training course provides a comprehensive framework for achieving operational excellence through the strategic implementation of Lean management principles. In today's highly competitive global market, organizations must continuously strive to enhance efficiency, eliminate waste, and deliver maximum value to their customers. This course moves beyond theoretical concepts to offer a practical roadmap for transforming business processes. Drawing upon the foundational work of pioneers like Taiichi Ohno, the architect of the Toyota Production System, participants will explore the core tenets of Lean thinking. As detailed in influential texts such as "The Toyota Way" by Jeffrey Liker, the focus is on creating a culture of continuous improvement (Kaizen) where every employee is empowered to identify and solve problems. BIG BEN Training Center has meticulously designed this program to equip professionals with the tools and leadership skills necessary to drive a successful Lean transformation. Participants will learn to analyze value streams, implement pull systems, and foster a workplace environment that is organized, efficient, and relentlessly focused on eliminating the eight wastes (Muda). This journey is about fundamentally changing how work is done to build a resilient and high-performing organization.

Target Audience / This training course is suitable for:

- Operations Managers and Directors.
- Process Improvement Specialists and Consultants.
- Team Leaders and Supervisors.
- Quality Assurance and Control Managers.
- Supply Chain and Logistics Professionals.
- Project Managers.
- Production Planners and Engineers.
- Executives and Senior Leaders driving organizational change.
- Continuous Improvement Practitioners.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Healthcare and Pharmaceutical Services.
- Logistics, Warehousing, and Supply Chain Management.
- Banking, Finance, and Insurance Services.
- Information Technology and Software Development.
- Government Agencies and Public Sector Organizations.
- Retail and Consumer Goods.
- Construction and Engineering.
- Hospitality and Service Industries.

Target Organizations Departments:

- Operations and Production.
- Quality Assurance and Control.
- Supply Chain Management and Procurement.
- Logistics and Distribution.
- Engineering and Technical Services.
- Customer Service and Support.
- Finance and Accounting.
- Human Resources.
- Information Technology.
- Research and Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Master the core principles of Lean thinking and its direct application to operational excellence.
- Identify and systematically eliminate the eight types of waste (Muda) from any business process.
- Utilize Value Stream Mapping (VSM) to analyze and redesign workflows for optimal efficiency.
- Implement the 5S methodology to create a clean, organized, and high-performance work environment.
- Lead and facilitate Kaizen events to drive rapid, focused, and continuous improvement.
- Apply Poka-Yoke (error-proofing) techniques to prevent defects and improve quality at the source.
- Design and manage Kanban systems to create a smooth and efficient workflow (pull system).
- Develop the leadership skills required to foster and sustain a culture of continuous improvement.
- Measure process performance using key Lean metrics and KPIs to track progress and success.
- Formulate a strategic plan for implementing and scaling a Lean transformation within their organization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and application-focused. We believe that adult learning is most effective when participants are actively involved in the process. This course moves away from traditional lecture-based formats to a dynamic workshop environment where learning is achieved through doing. Sessions will incorporate a balanced mix of expert-led instruction, real-world case study analysis, and facilitated group discussions that encourage peer-to-peer learning and knowledge sharing. A significant portion of the training is dedicated to hands-on exercises and business simulations that allow participants to apply Lean tools like Value Stream Mapping and 5S in a controlled, risk-free setting. This practical approach ensures that participants not only understand the concepts but can also confidently implement them in their own work environments. Our expert facilitators guide participants through complex problem-solving scenarios, providing personalized feedback and coaching to reinforce learning and build practical skills. The emphasis is on translating theoretical knowledge into tangible actions that deliver measurable improvements in operational performance.

Course Agenda (Course Units):

Unit One: Foundations of Lean and Operational Excellence

- Introduction to Lean thinking and its historical origins.
- Defining operational excellence and its strategic importance.
- The five core principles of Lean management.
- Understanding value from the customer's perspective.
- Identifying the three key enemies of Lean (Muda, Mura, Muri).
- A deep dive into the eight wastes (DOWNTIME).
- The direct relationship between Lean principles and business profitability.

Unit Two: Core Lean Tools for Process Analysis and Improvement

- Introduction to Value Stream Mapping (VSM) for process visualization.
- Creating a current state map to identify waste and bottlenecks.
- Designing a future state map for an optimized process.
- The 5S methodology for workplace organization (Sort, Set in Order, Shine, Standardize, Sustain).
- Practical application of 5S in both manufacturing and service environments.
- Introduction to Kaizen and the philosophy of continuous improvement.
- Planning and executing effective Kaizen events for rapid results.

Unit Three: Implementing Flow and Pull Systems

- The principles of one-piece flow and its impact on lead time.
- Understanding the concept of Takt time to pace production with customer demand.
- Introduction to pull systems versus traditional push systems.
- Designing and implementing a Kanban system for workflow management.
- Just-in-Time (JIT) production and inventory management principles.
- Error-proofing processes with Poka-Yoke techniques.
- Total Productive Maintenance (TPM) for maximizing equipment effectiveness.

Unit Four: Cultivating a Lean Culture and Leadership

- The role of leadership in driving a Lean transformation.
- Leading with humility and respect for people.
- Introduction to Gemba walks (going to the source) for effective management.
- A3 thinking for structured problem-solving and reporting.
- Developing a visual management system to make processes transparent.
- Empowering employees to participate in continuous improvement.
- Strategies for overcoming resistance to change in a Lean implementation.

Unit Five: Sustaining and Scaling Lean for Long-Term Success

- Developing key performance indicators (KPIs) to measure Lean success.
- Standardized work as the foundation for stability and improvement.
- Creating a framework for sustaining Lean gains over the long term.
- Strategies for scaling Lean principles across the entire organization.
- Hoshin Kanri (Policy Deployment) for aligning goals and strategy.
- Review of key concepts and development of a personal action plan.
- Capstone simulation applying all learned principles to a business case.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond implementing tools, how can an organization truly embed a 'lean mindset' into its DNA to ensure that continuous improvement becomes an unconscious, daily habit for every employee?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on Lean management, moving beyond a superficial review of tools. While many programs focus solely on the technical application of methods like 5S or Kanban, this training emphasizes the critical integration of Lean principles with leadership development and cultural transformation. We posit that sustainable operational excellence is not merely the result of process optimization but the product of an organizational culture deeply rooted in continuous improvement. The curriculum is uniquely structured to build competencies progressively, starting with foundational principles and culminating in strategic implementation and sustainability. A key differentiator is our extensive use of complex, real-world case studies and immersive simulations that challenge participants to apply their knowledge in dynamic scenarios, mirroring the complexities of their own workplaces. This practical, hands-on approach ensures that learning is not just theoretical but deeply experiential. The course content is designed to be universally applicable, providing actionable insights for professionals from diverse sectors, including manufacturing, healthcare, finance, and public services, ensuring relevance and immediate value for every participant.