# Agile Office Administration and Lean Management Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #OM2554_258599

## Course Introduction / Overview:

In today's dynamic business environment, administrative functions are no longer just support roles but are critical drivers of organizational efficiency and success. This course is meticulously designed to bridge the gap between traditional office management and modern operational excellence methodologies. By integrating the core tenets of Lean management, which focuses on eliminating waste and maximizing value, with the adaptive and collaborative frameworks of Agile, participants will learn to transform their administrative processes. Drawing upon the foundational principles articulated by pioneers like James P. Womack in works such as "The Machine That Changed the World," this program moves beyond theory to provide a practical roadmap for implementation. Participants will explore how to create streamlined, responsive, and value-driven administrative systems. BIG BEN Training Center has developed this unique curriculum to empower professionals to foster a culture of continuous improvement, enhance productivity, and significantly contribute to their organization's strategic goals by mastering workflow optimization and agile project management for non-IT teams. This training is an investment in building a resilient and highly efficient administrative backbone for any enterprise.

## Target Audience / This training course is suitable for:

- Office Managers and Administrative Supervisors.
- Executive Assistants and Personal Assistants.
- Project Coordinators and Team Leaders.
- Operations Managers and Professionals.
- Administrative Staff seeking professional development.
- Human Resources and Finance Professionals.
- Anyone involved in process improvement and office workflow optimization.

## Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Governmental bodies and Public Sector organizations.
- Education and Non-Profit Organizations.
- Consulting and Professional Services.

## Target Organizations Departments:

- General Administration and Office Management.
- Human Resources and Talent Management.
- Finance and Accounting.
- Operations and Logistics.
- Customer Service and Support.
- Procurement and Supply Chain.
- Information Technology Support.
- Executive and Senior Management Offices.

## Course Offerings:

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

- Identify and eliminate the eight wastes (Muda) in administrative processes.
- Apply the 5S methodology to create an organized and efficient office environment.
- Utilize Value Stream Mapping to analyze and improve administrative workflows.
- Implement Kanban systems for visualizing and managing administrative tasks.
- Facilitate key Agile ceremonies like daily stand-ups and retrospectives for non-IT teams.
- Develop a continuous improvement (Kaizen) mindset within their teams.
- Apply problem-solving techniques like the 5 Whys and A3 thinking.
- Create performance metrics to track and enhance administrative efficiency.
- Lead change initiatives for adopting Lean and Agile principles in the office.
- Balance workloads and improve process flow for greater productivity.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that adult learning is most effective when it combines theoretical knowledge with practical application. This course moves beyond traditional lectures to immerse participants in a dynamic learning environment. The program is built on a foundation of real-world case studies, allowing attendees to analyze and solve challenges faced by various organizations. A significant portion of the training is dedicated to hands-on workshops, group exercises, and business simulations where participants can directly apply Lean tools like Value Stream Mapping and run Agile sprints for administrative projects. Facilitated discussions and peer-to-peer learning are encouraged to share diverse experiences and insights. Our expert instructors provide continuous feedback and coaching, ensuring that each participant can connect the concepts to their specific work context. The methodology focuses on building tangible skills and a confident mindset, empowering attendees to return to their workplace ready to implement positive and sustainable change immediately.

## Course Agenda (Course Units):

### Unit One: Foundations of Lean and Agile in Administration

- Introduction to Lean Thinking and its Core Principles.
- Understanding the Agile Manifesto and its relevance to office work.
- Differentiating between Lean (Efficiency) and Agile (Adaptability).
- The History and Evolution of Operational Excellence.
- Identifying the Eight Wastes (Muda) in an Office Environment.
- The Role of the Modern Administrator in Driving Value.
- Cultivating a Mindset for Continuous Improvement (Kaizen).

## Unit Two: Applying Lean Tools for Office Excellence

- The 5S System for Workplace Organization (Sort, Set in Order, Shine, Standardize, Sustain).
- Value Stream Mapping (VSM) for Administrative Processes.
- Creating a Current State and Future State Map.
- Poka-Yoke (Mistake-Proofing) for Administrative Tasks.
- Standardized Work to Ensure Consistency and Quality.
- Introduction to Visual Management in the Office.
- Gemba Walks for Observing and Improving Office Workflows.

## Unit Three: Agile Frameworks for Administrative Teams

- Introduction to the Scrum Framework for Non-Technical Projects.
- Understanding Scrum Roles: Product Owner, Scrum Master, and Team.
- Managing Administrative Tasks with a Product Backlog.
- Running Effective Agile Events: Sprint Planning, Daily Stand-ups, and Retrospectives.
- Introduction to the Kanban Method for Continuous Flow.
- Designing and Using a Physical or Digital Kanban Board.
- Managing Work-in-Progress (WIP) Limits to Prevent Bottlenecks.

## Unit Four: Integrating Lean and Agile for Maximum Impact

- Combining Lean's Waste Reduction with Agile's Flexibility.
- Leading Change and Overcoming Resistance to New Processes.
- Developing Key Performance Indicators (KPIs) for Administrative Functions.
- Techniques for Effective Communication in a Lean-Agile Environment.
- Facilitating Collaborative Problem-Solving Sessions.
- Building Cross-Functional Administrative Teams.
- Case Study Analysis: Successful Lean-Agile Office Transformations.

### Unit Five: Sustaining Improvement and Advanced Practices

- A3 Thinking for Structured Problem Solving and Reporting.
- Root Cause Analysis using the 5 Whys Technique.
- Advanced Visual Management and Performance Dashboards.
- Heijunka: Workload Leveling for Administrative Tasks.
- Building a Long-Term Continuous Improvement Culture.
- Coaching and Mentoring Teams in Lean and Agile Practices.
- Developing a Personal Action Plan for Implementation.

## 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:

How can an organization effectively measure the 'value' delivered by administrative functions when applying Lean principles, given that their output is often intangible service and support rather than a physical product?

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

This course distinguishes itself by offering a unique and pragmatic synthesis of both Lean and Agile methodologies tailored specifically for the non-manufacturing, administrative context. While many programs focus on one discipline or remain highly theoretical, this curriculum is built on the practical integration of the two, addressing the dual needs of modern offices for both efficiency and adaptability. We move beyond simply teaching tools and delve into the cultivation of a sustainable continuous improvement mindset, which is the true engine of organizational transformation. The pedagogical approach emphasizes experiential learning through customized simulations and case studies that mirror the real-world challenges participants face, from managing unpredictable service requests to streamlining complex approval workflows. Rather than a one-size-fits-all solution, the course equips professionals with a versatile toolkit and the critical thinking skills to select and apply the right principles to their unique operational environment, ensuring a more profound and lasting impact on performance and value delivery.