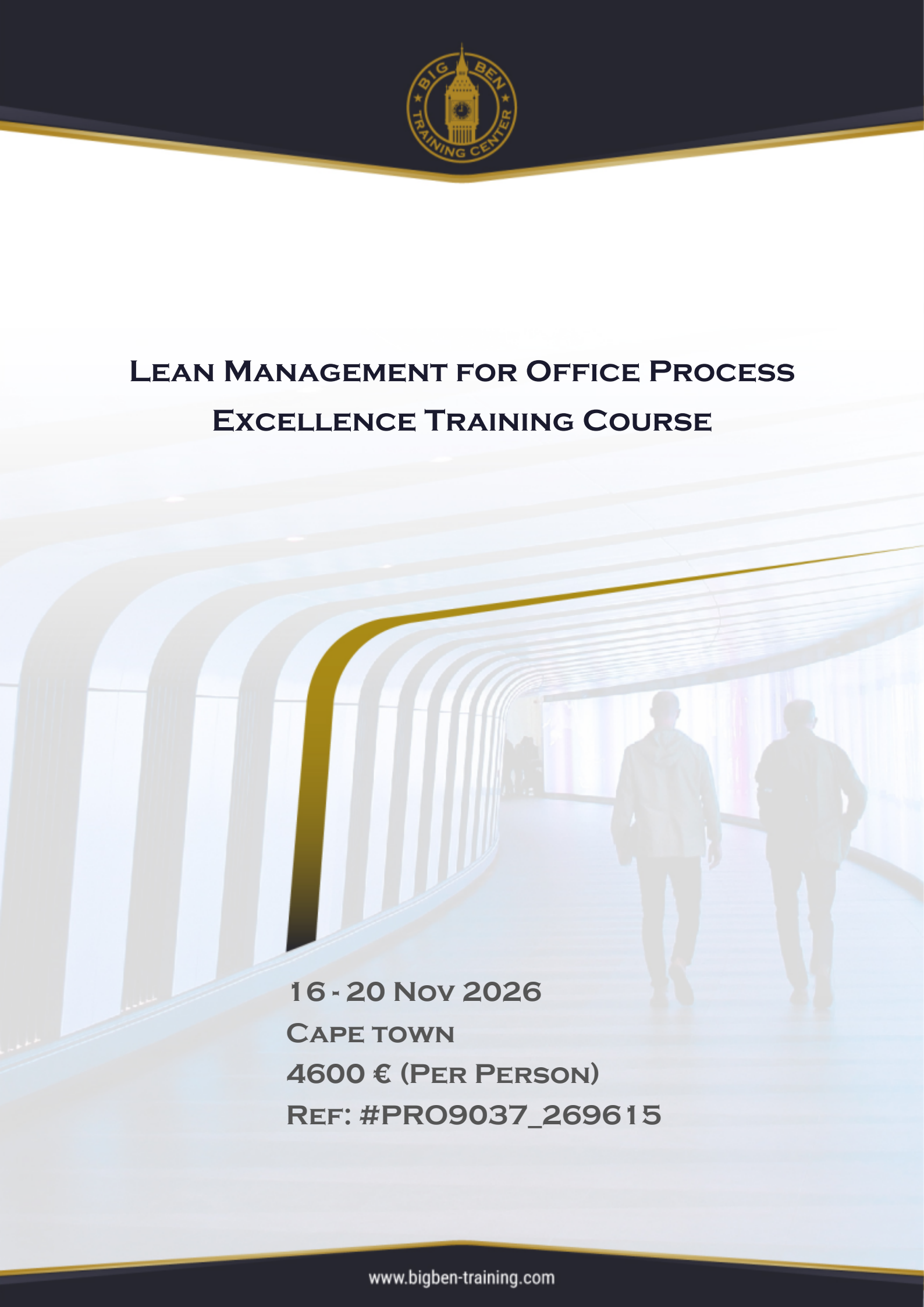
Lean Management for Office Process Excellence Training Course



16 - 20 Nov 2026

Cape town

4600 € (Per Person)

Ref: #PRO9037_269615

Course Introduction / Overview:

This intensive training course is designed to equip professionals with the principles and tools of Lean management specifically adapted for administrative and office environments. Moving beyond the factory floor, this program focuses on optimizing office workflow, eliminating process waste, and fostering a culture of continuous improvement. Participants will learn to identify and eradicate the eight wastes (Muda) that hinder productivity in administrative settings, such as excessive paperwork, redundant approvals, and information silos. Drawing upon the foundational work of experts like James P. Womack, author of "Lean Thinking", this course translates core Lean concepts into practical strategies for service-based operations. At BIG BEN Training Center, we provide a structured framework for implementing tools like Value Stream Mapping, 5S, and Kaizen to streamline tasks, enhance service quality, and reduce operational costs. This course is not just about learning tools; it is about cultivating a Lean mindset that empowers teams to solve problems, improve efficiency, and deliver greater value to customers and stakeholders through systematic business process improvement.

Target Audience / This training course is suitable for:

- Office Managers and Administrators.
- Team Leaders and Supervisors.
- Operations Managers.
- Process Improvement Specialists.
- Project Managers.
- Quality Assurance Professionals.
- Human Resources and Finance Staff.
- Anyone involved in administrative workflow and process optimization.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Hospital Administration.
- Information Technology and Software Development.
- Education and Academic Institutions.
- Telecommunications.
- Retail and E-commerce Operations.
- Government Agencies and Public Sector Organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Operations and Administration.
- Finance and Accounting.
- Human Resources.
- Customer Service and Support.
- Information Technology (IT).
- Procurement and Supply Chain.
- Sales and Marketing Operations.
- Quality Assurance.

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 organize physical and digital workspaces for efficiency.
- Create current and future state Value Stream Maps for office workflows.
- Utilize root cause analysis tools like the 5 Whys and Fishbone Diagrams.
- Lead and facilitate Kaizen events for rapid process improvement.
- Implement visual management and Kanban systems for administrative tasks.
- Develop standardized work procedures to ensure consistency and quality.
- Measure process performance using relevant Key Performance Indicators (KPIs).
- Foster a culture of continuous improvement within their teams and departments.
- Apply A3 problem-solving techniques to address complex operational challenges.

Course Methodology:

The training methodology at BIG BEN Training Center is highly interactive and focused on practical application to ensure participants can immediately implement what they learn. We employ a blended learning approach that combines expert-led instruction with hands-on activities. The course is built around real-world case studies and scenarios relevant to office and administrative environments, allowing participants to analyze and solve practical problems. Group discussions, brainstorming sessions, and team-based exercises encourage collaborative learning and the sharing of diverse perspectives. Participants will engage in simulations of key Lean tools, such as creating a Value Stream Map for a sample administrative process and conducting a 5S organization exercise. Our expert instructors facilitate a dynamic learning environment, providing personalized feedback and guiding participants through the application of each concept. The emphasis is on learning by doing, ensuring a deep understanding of Lean principles and the confidence to drive process excellence back in the workplace.

Course Agenda (Course Units):

Unit One: Foundations of Lean in the Office

- Introduction to Lean principles and history.
- Differentiating Lean from traditional management.
- The core concepts of value, flow, and perfection.
- Identifying the eight wastes (Muda) in administrative processes.
- Understanding Mura (unevenness) and Muri (overburden).
- The role of respect for people in a Lean culture.
- Case studies of successful Lean office transformations.

Unit Two: Visualizing and Analyzing Office Processes

- Introduction to Value Stream Mapping (VSM) for services.
- Mapping the current state of an administrative process.
- Identifying value-added vs. non-value-added activities.
- Analyzing process flow and identifying bottlenecks.
- Designing the future state value stream.
- Introduction to process mapping and flowcharting techniques.
- Gathering data and metrics for process analysis.

Unit Three: Core Lean Tools for Administrative Excellence

- The 5S System for workplace organization (Sort, Set in Order, Shine, Standardize, Sustain).
- Applying 5S to digital files and information systems.
- Visual management techniques for the office.
- Implementing Kanban systems for task and workflow management.
- Introduction to Poka-Yoke (mistake-proofing) for administrative tasks.
- Standardized work for office procedures.
- Conducting effective Gemba (go and see) walks in an office setting.

Unit Four: Problem-Solving and Continuous Improvement

- The Plan-Do-Check-Act (PDCA) cycle for continuous improvement.
- Root Cause Analysis using the 5 Whys technique.
- The Ishikawa (Fishbone) Diagram for cause-and-effect analysis.
- Introduction to A3 thinking and problem-solving reports.
- Facilitating effective Kaizen events for rapid improvement.
- Brainstorming and solution generation techniques.
- Measuring the impact of process improvements.

Unit Five: Sustaining a Lean Culture and Leadership

- The role of leadership in driving a Lean transformation.
- Developing and tracking Key Performance Indicators (KPIs).
- Strategies for managing change and overcoming resistance.
- Building a culture of continuous improvement.
- Daily huddles and team communication strategies.
- Creating a roadmap for Lean implementation in your department.
- Final project presentation and action planning.

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 the Lean principle of 'Gemba' (go and see the actual place) be effectively adapted from the factory floor to a modern, digital, or remote office environment to truly understand workflow issues?

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

This course distinguishes itself by moving beyond generic Lean theory and focusing exclusively on its application within the unique context of office and administrative environments. Unlike programs that simply repackage manufacturing concepts, our curriculum is meticulously designed to address the specific challenges of service-based workflows, such as information flow, digital waste, and approval bottlenecks. We emphasize a hands-on, practical approach where participants work on real-world administrative case studies, ensuring the skills learned are directly transferable to their daily work. The course places a strong emphasis on the cultural and human aspects of a Lean transformation, dedicating significant time to change management, leadership roles, and fostering a sustainable mindset of continuous improvement. Rather than just teaching a collection of tools, we provide an integrated framework for systematic problem-solving and process optimization. The expertise of our instructors lies in their ability to translate complex principles into simple, actionable strategies, empowering participants not just to implement Lean, but to become true agents of operational excellence within their organizations.