Operational Excellence (Lean) Office Champion

Training Overview

Administrative and office processes often contain hidden waste that slows response times, increases errors, frustrates employees, and raises operating costs. This 48-hour OPEX Office Champion program is designed for professionals responsible for improving workflow, service levels, communication, and efficiency across office, administrative, customer service, finance, HR, purchasing, and support functions. Participants learn how to identify inefficiencies, streamline processes, and lead sustainable operational improvements in transactional environments.

Through practical exercises, simulations, process mapping, and real-world case studies, participants apply Lean and Operational Excellence principles to office settings where delays, handoffs, approvals, rework, and unclear ownership commonly create performance barriers. The program combines improvement tools with change leadership skills so participants can drive measurable gains while building a culture of continuous improvement across departments.

Training Objectives

- Identify delays, rework, bottlenecks, and handoff inefficiencies across departments and process steps
- Lead cross-functional improvement efforts that reduce lead time, cost, and service delays
- Map and redesign administrative and transactional value streams
- Apply Lean tools such as visual management, standard work, 5S, and flow analysis in office settings
- Use spaghetti diagrams and workflow mapping to improve process visibility and movement of work
- Reduce approval delays, duplicate effort, and unnecessary process complexity
- Improve communication, ownership, and accountability across functional teams
- Measure improvements using metrics tied to turnaround time, quality, productivity, and customer service
- Create sustainment plans through standardization, leader follow-up, and control methods
- Build internal capability to support a culture of continuous improvement in office operations

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