Operational Excellence (Lean) Office Practitioner

Training Overview

Office and administrative processes often contain hidden waste that creates delays, rework, poor communication, and inconsistent service levels. This 24-hour OPEX Office Practitioner program is designed as a practical, junior-level course for employees, coordinators, supervisors, and emerging leaders who want to improve workflow and contribute to stronger business performance. Participants gain a practical foundation in Lean and Operational Excellence methods tailored to office and service environments.

Through hands-on exercises, real-world examples, and team activities, participants learn how to identify inefficiencies, improve handoffs, streamline workflows, and support measurable process improvements. The course emphasizes practical tools that help participants become valuable contributors to larger Operational Excellence initiatives across the business.

Training Objectives

- Identify waste within administrative, transactional, and service workflows
- Apply practical Lean tools including visual management, standard work, and workplace organization
- Improve flow and communication across departments and hand-offs
- Reduce delays, errors, and rework within key business processes
- Support measurable improvements in lead time, responsiveness, and reliability
- Use basic workflow mapping to visualize process inefficiencies and bottlenecks
- Improve ownership and accountability within office processes
- Contribute effectively to larger office improvement initiatives
- Build confidence participating in cross-functional improvement teams
- Develop a continuous improvement mindset for daily work activities

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