
Lean Office

Course Description

This Lean Office course (1 or 3 days) equips participants with the skills to apply Lean principles and tools to administrative and transactional processes, improving efficiency, reducing waste, and enhancing customer satisfaction. By streamlining office workflows, organizations can shorten lead times, reduce errors, and improve productivity in functions such as finance, HR, sales, purchasing, and customer service.

Through interactive activities, process mapping exercises, and real-world case studies, participants will learn to identify non-value-added activities, implement quick wins, and design future-state processes for lasting improvement. The course emphasizes the financial benefits of Lean Office practices, including lower administrative costs, faster turnaround times, improved accuracy, and better utilization of staff time and resources.

Course Objectives

Understand Lean Principles in the Office Environment:

- Define Lean and its relevance to administrative processes.
- Recognize the eight wastes in office workflows.

Map and Analyze Office Processes:

- Create current-state process maps to identify inefficiencies.
- Measure process performance metrics such as lead time and error rates.

Implement Lean Tools for Office Improvement:

- Apply value stream mapping, 5S, standard work, and visual management in administrative settings.
- Identify and eliminate bottlenecks and delays.

Link Lean Office to Financial Performance:

- Quantify cost savings from reduced rework, faster processing, and improved accuracy.
- Connect Lean Office improvements to ROI and business performance.

Sustain Improvements in the Office:

- Develop standard operating procedures for administrative processes.
- Engage staff in continuous improvement and problem-solving activities.

Training Format Options

• 1-Day: Introduction to Lean Office concepts, process mapping, and implementation of quick-win improvements.

• 3-Day: Expanded training with in-depth process analysis, redesign of workflows, implementation planning, and sustainability strategies.