



QUALITY AND PRODUCTIVITY | QP-017

Lean Office and Administrative Process Improvement

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Course content

Why Attend

Waste is often harder to see in offices than on factory floors: approvals that sit in inboxes, duplicated data entry, unclear handovers and searching for information. Lean thinking can dramatically improve administrative processes.

This Aractech course applies lean principles to office, administrative and transactional processes, covering value and waste in services, process mapping, flow and standard work, visual management for knowledge work, digital simplification and daily improvement routines. Participants map and redesign a real administrative process.

Course Methodology

- Practical workshops
- Process mapping exercises
- Case studies
- Simulation
- Action planning

Course Objectives

- Apply lean principles to administrative work
- Identify waste in office processes
- Map and analyse transactional processes
- Redesign processes for flow and simplicity
- Use visual management and standard work in offices
- Sustain improvements with daily routines

Course content

Target Audience

- Administrative and office managers
- Finance, HR and procurement teams
- Public sector managers
- Customer service managers

Course outline

Detailed course outline

Day-by-day outline for Lean Office and Administrative Process Improvement.

Day 1 - Lean in the Office

- 09:00-09:39 | Lean principles
- 09:39-10:18 | Office waste
- 10:18-10:57 | Value from the customer's view
- 10:57-11:00 | Lean services examples
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Lean services examples (continued)
- 12:05-12:43 | Readiness
- 12:43-14:00 | Exercise: Spotting office waste

Day 2 - Mapping Processes

- 09:00-09:39 | Process mapping
- 09:39-10:18 | Value stream maps for transactions
- 10:18-10:57 | Lead time and touch time
- 10:57-11:00 | Handovers
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Handovers (continued)
- 12:05-12:43 | Data gathering
- 12:43-14:00 | Workshop: Current state map

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Day 3 - Redesigning for Flow

- 09:00-09:39 | Eliminating approvals and rework
- 09:39-10:18 | Standard work
- 10:18-10:57 | Batching and queues
- 10:57-11:00 | Digital simplification
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Digital simplification (continued)
- 12:05-12:43 | Future state
- 12:43-14:00 | Workshop: Future state design

Day 4 - Visual Management

- 09:00-09:34 | Team boards
- 09:34-10:08 | Workload visibility
- 10:08-10:42 | Performance tracking
- 10:42-11:00 | Huddles
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Huddles (continued)
- 11:46-12:53 | Case study: Lean finance team
- 12:53-14:00 | Exercise: Board design

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Day 5 - Sustaining Improvement

- 09:00-09:45 | Daily improvement
- 09:45-10:30 | Problem solving
- 10:30-11:00 | Leadership routines
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Leadership routines (continued)
- 11:45-12:30 | Measuring results
- 12:30-13:15 | Culture
- 13:15-14:00 | Capstone: Process improvement plan

Seminar dates

Available seminar dates

Live dates and pricing for Lean Office and Administrative Process Improvement generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	London	Classroom	€2,315
7 - 11 December 2026	Barcelona	Classroom	€2,815
21 - 25 December 2026	Istanbul	Classroom	€1,978
18 - 22 January 2027	Amsterdam	Classroom	€2,830
15 - 19 February 2027	Paris	Classroom	€3,825
15 - 19 March 2027	Barcelona	Classroom	€2,815
19 - 23 April 2027	London	Classroom	€2,315
17 - 21 May 2027	Munich	Classroom	€3,225
21 - 25 June 2027	Amsterdam	Classroom	€2,830
19 - 23 July 2027	Istanbul	Classroom	€1,978

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