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ADMINISTRATION AND SECRETARIAL | AS-044

Process Improvement for Administrative Services

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Course content

Why Attend

Many administrative processes have grown over time through habit rather than design. Approvals pass through too many hands, forms ask for the same information twice, documents wait in inboxes and colleagues spend hours on manual work that adds little value. These inefficiencies frustrate staff and customers and consume resources that could be used better.

This Process Improvement for Administrative Services training course introduces practical, proven methods for making office processes simpler, faster and more reliable. Participants learn how to map processes, identify waste and bottlenecks, measure performance, design improved ways of working and use digital tools and automation sensibly.

Course Methodology

• The course is workshop-based. Participants choose a real process from their own workplace and work on it throughout the five days, mapping it, analysing waste, measuring performance and designing an improved version. Short inputs, case studies and group exercises introduce each technique before it is applied.

Course Objectives

• Explain the principles of process improvement in service environments

• Select administrative processes that would benefit most from improvement

• Map current processes clearly using simple techniques

• Identify waste, bottlenecks, errors and unnecessary steps

• Measure process performance using practical indicators

• Design and test improved processes with colleagues

Target Audience

• Office and administration managers

• Administrative officers and coordinators

• Executive assistants and business support staff

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- Shared service and back office team leaders

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Course outline

Detailed course outline

Day-by-day outline for Process Improvement for Administrative Services.

Day 1 - Principles of Process Improvement

- 09:00-09:34 | Why administrative processes become slow and complex
- 09:34-10:41 | Lean thinking and its application to office services
- 10:41-11:00 | Understanding customers and what they value from administration
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Understanding customers and what they value from administration (continued)
- 11:45-12:19 | The eight types of waste in an office setting
- 12:19-12:53 | Choosing which processes to improve first
- 12:53-13:27 | Roles of process owners and improvement teams
- 13:27-14:00 | Selecting a real process to improve during the course

Day 2 - Mapping and Analysing Processes

- 09:00-09:34 | Defining process scope, start and end points
- 09:34-10:08 | Simple flowcharts and swimlane diagrams
- 10:08-10:42 | Gathering information through observation and interviews
- 10:42-11:00 | Identifying hand-offs, delays, rework and duplicate checks
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Identifying hand-offs, delays, rework and duplicate checks (continued)
- 11:46-12:20 | Value-added and non-value-added activities
- 12:20-12:53 | Root cause analysis of recurring process problems
- 12:53-14:00 | Exercise: mapping the current state of your chosen process

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Day 3 - Measuring Process Performance

- 09:00-09:34 | Choosing measures for time, quality, cost and satisfaction
- 09:34-10:08 | Cycle time, waiting time and throughput explained
- 10:08-10:42 | Measuring error rates and rework in administrative work
- 10:42-11:00 | Collecting data simply and reliably
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Collecting data simply and reliably (continued)
- 11:46-12:20 | Visualising performance with charts and dashboards
- 12:20-12:53 | Setting realistic improvement targets
- 12:53-14:00 | Exercise: building a baseline for your chosen process

Day 4 - Designing Improved Processes

- 09:00-09:34 | Simplifying, combining and removing unnecessary steps
- 09:34-10:08 | Standardising forms, templates and checklists
- 10:08-10:42 | Reducing approvals and delegating decisions appropriately
- 10:42-11:00 | Using digital forms, workflow tools and electronic signatures
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Using digital forms, workflow tools and electronic signatures (continued)
- 11:46-12:20 | Automating repetitive tasks sensibly and safely
- 12:20-12:53 | Testing improvements on a small scale before rollout
- 12:53-14:00 | Exercise: designing the future state of your chosen process

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Day 5 - Implementing and Sustaining Change

- 09:00-09:34 | Engaging colleagues and managers in process change
- 09:34-10:08 | Communicating changes and providing training
- 10:08-10:42 | Writing clear standard operating procedures
- 10:42-11:00 | Monitoring results and correcting problems early
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Monitoring results and correcting problems early (continued)
- 11:46-12:53 | Building a culture of continuous improvement in administration
- 12:53-13:27 | Presenting the business case for improvement to management
- 13:27-14:00 | Presentation of improvement proposals and personal action plans

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Seminar dates

Available seminar dates

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

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Istanbul	Classroom	**€2,825**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

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

Date	Location	Format	Fee
1 - 5 February 2027	Kuala lumpur	Classroom	**€2,425**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Madrid	Classroom	**€3,400**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Munich	Classroom	**€2,425**
3 - 7 May 2027	London	Classroom	**€2,915**

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Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Paris	Classroom	**€2,810**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Vienna	Classroom	**€3,425**

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Seminar dates

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Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Amsterdam	Classroom	**€3,215**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
4 - 8 October 2027	Dubai	Classroom	**€2,845**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Geneva	Classroom	**€3,315**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Istanbul	Classroom	**€2,825**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**