

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Lean in Office and Administration

5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

Offices and administrative functions contain as much waste as factories, hidden in emails, approvals and rework. This course applies lean to office work: identifying office waste, value stream mapping of transactional processes, standard work, visual management, reducing approvals and handoffs and digital waste.

Administrative processes often take weeks for minutes of real work. You will learn to make office processes faster and simpler.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Office process simulations, value stream mapping of real processes, visual board design and case studies.

Course objectives

By the end of this course, participants will be able to:
• Identify waste in office and administrative work
• Map transactional value streams
• Reduce approvals, handoffs and waiting
• Create standard work for office tasks
• Apply visual management to knowledge work
• Reduce digital and email waste

Target audience

This course is suitable for:
• Administrative managers
• Finance, HR and procurement teams
• Shared service staff
• Continuous improvement practitioners
• Public sector managers



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Target competencies

Participants will develop competencies in:

- Waste identification
- Value stream mapping
- Process simplification
- Standard work
- Visual management

Course outline

Day 1: Lean Office

09:00–10:08	Office waste
10:08–11:00	Examples
11:00–11:30	**Coffee break**
11:30–11:45	Examples (continued)
11:45–12:53	Simulation
12:53–14:00	Exercise

Day 2: Value Streams

09:00–10:08	Mapping transactional processes
10:08–11:00	Lead time and touch time
11:00–11:30	**Coffee break**
11:30–11:45	Lead time and touch time (continued)
11:45–12:53	Analysis
12:53–14:00	Workshop

Day 3: Simplification

09:00–10:08	Approvals
10:08–11:00	Handoffs
11:00–11:30	**Coffee break**



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11:30–11:45	Handoffs (continued)
11:45–12:53	Batching
12:53–14:00	Exercise

Day 4: Standard Work and Visuals

09:00–10:08	Office standard work
10:08–11:00	Visual boards
11:00–11:30	**Coffee break**
11:30–11:45	Visual boards (continued)
11:45–12:53	Workload balancing
12:53–14:00	Workshop

Day 5: Digital Waste

09:00–10:08	Email and meetings
10:08–11:00	Information overload
11:00–11:30	**Coffee break**
11:30–11:45	Information overload (continued)
11:45–12:53	Sustaining
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,860.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
London Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Barcelona Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,840.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Rome Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Barcelona Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,840.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Amsterdam Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,540.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,890.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Istanbul Confirmed dates	3 May 2027	7 May 2027	**€2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	17 May 2027	21 May 2027	**€2,450.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Dubai Confirmed dates	7 Jun 2027	11 Jun 2027	**€3,150.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Frankfurt Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,650.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Vienna Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,940.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Cape Town Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,890.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Dubai Confirmed dates	23 Aug 2027	27 Aug 2027	**€3,150.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,890.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Rome Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Vienna Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,940.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online