

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Lean Process Improvement: Reducing Waste and Improving Flow

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

This course focuses on Lean Process Improvement methodologies, aimed at reducing waste and enhancing workflow efficiency. Participants will learn to identify inefficiencies, apply Lean tools, and implement sustainable improvements in their organisations, ultimately driving operational excellence and increased productivity.

Organisations frequently face challenges related to inefficiencies that lead to wasted resources, time, and effort. These issues can significantly impact profitability, customer satisfaction, and employee morale. By understanding Lean principles, professionals can pinpoint these inefficiencies and develop targeted strategies to eliminate waste effectively.
This course addresses the critical need for continuous improvement in processes, which is essential for maintaining competitiveness and operational excellence. Participants will learn to identify value streams, engage stakeholders, and implement Lean methodologies effectively, ensuring that their organisations can respond swiftly to changing market demands and customer expectations.
This capability is vital for fostering a culture of efficiency and responsiveness.
The practical capabilities developed in this course will empower participants to analyse processes critically, design effective improvement plans, and facilitate team workshops. They will engage in hands-on exercises that simulate real-world scenarios, enabling them to apply Lean tools effectively. By learning to assess performance metrics and implement sustainable changes, attendees will gain the skills necessary to drive meaningful change in their organisations.
This hands-on approach ensures that they can make informed decisions and contribute significantly to their teams, fostering a culture of continuous improvement that benefits the entire organisation. Participants will leave equipped to lead Lean initiatives and inspire others to embrace process optimisation.

Professional Problems This Course Is Designed to Solve

• Unnecessary handoffs, waiting time and rework.
• Limited visibility of bottlenecks across an end-to-end process.
• Difficulty selecting and sustaining practical lean improvements.

Course methodology

The course employs a blend of interactive workshops, case studies, and simulations to reinforce learning. Participants will engage in group activities to analyse processes and apply Lean tools such as Value Stream Mapping and the 5S methodology. Each session culminates in a practical output, such as a process improvement plan or a waste reduction strategy, ensuring that participants can apply their learning directly to their workplace challenges. Additionally, the use of role-playing scenarios will enhance understanding of stakeholder engagement and communication strategies, further solidifying the practical application of Lean principles in diverse environments. This approach ensures that participants can effectively implement Lean strategies in their organisations.



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Course objectives

By the end of this course, participants will be able to:
• Analyse current processes to identify areas of waste and inefficiency.
• Calculate potential savings from waste reduction initiatives using Lean metrics.
• Design a Value Stream Map to visualise process flows and identify bottlenecks.
• Prioritise improvement opportunities based on impact and feasibility assessments.
• Construct a 5S implementation plan to enhance workplace organisation and efficiency.
• Justify the selection of Lean tools for specific process improvement scenarios.
• Assess the effectiveness of implemented Lean strategies through performance metrics.

Target audience

This course is suitable for:
• Process Improvement Managers: Responsible for enhancing operational efficiency and reducing costs.
• Operations Analysts: Tasked with analysing workflows and identifying areas for improvement.
• Quality Assurance Professionals: Focused on maintaining standards and reducing defects in processes.
• Project Managers: Overseeing projects that require efficient resource management and process optimisation.

Target competencies

Participants will develop competencies in:
• Identifying and analysing process inefficiencies.
• Applying Lean tools to real-world scenarios.
• Facilitating team workshops for process improvement.
• Developing metrics to measure process performance.
• Implementing sustainable Lean practices in the workplace.
• Communicating process changes effectively to stakeholders.

Course outline

Day 1: Introduction to Lean Principles

Applied activity: Participants will analyse a fictional case study of a manufacturing process to identify types of waste present. They will discuss their findings in groups and propose initial Lean principles that could be applied to improve efficiency and reduce waste.
Output: A report summarising identified wastes and proposed Lean principles.

09:00–09:54	Overview of Lean methodology and its historical context in industry.



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09:54–10:48	Understanding the concept of waste in processes and its impact on productivity.
10:48–11:00	Identifying the five types of waste: Muda, Mura, Muri, and their implications for efficiency.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying the five types of waste: Muda, Mura, Muri, and their implications for efficiency. (continued)
12:12–13:06	Exploring the Lean mindset and culture necessary for successful implementation.
13:06–14:00	Introduction to key Lean tools and techniques for waste reduction and process improvement.

Day 2: Value Stream Mapping

Applied activity: In groups, participants will create a current state Value Stream Map for a fictional service process, identifying bottlenecks and waste. They will then design a future state map with proposed improvements, focusing on enhancing flow and reducing delays.
Output: A completed Value Stream Map with current and future states, including identified improvements.

09:00–09:54	Understanding Value Stream Mapping (VSM) and its purpose in process improvement.
09:54–10:48	Steps to create a current state Value Stream Map for visualising workflows and identifying inefficiencies.
10:48–11:00	Identifying value-added vs. non-value-added activities within processes to enhance flow.
11:00–11:30	**Coffee break**
11:30–12:12	Identifying value-added vs. non-value-added activities within processes to enhance flow. (continued)
12:12–13:06	Developing a future state Value Stream Map to highlight improvement opportunities and streamline operations.
13:06–14:00	Using VSM to drive targeted process enhancements and efficiency gains through collaborative analysis.

Day 3: Implementing 5S for Workplace Organisation

Applied activity: Participants will develop a 5S implementation plan for a fictional office environment, detailing steps for each of the 5S phases and how to engage staff in the process. They will present their plans to the group for feedback and refinement.
Output: A comprehensive 5S implementation plan with actionable steps and engagement strategies.



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09:00–09:54	Introduction to the 5S methodology: Sort, Set in order, Shine, Standardise, Sustain, and its benefits for operational efficiency.
09:54–10:48	Steps to implement 5S in a workplace to reduce clutter and improve productivity.
10:48–11:00	Creating a 5S audit checklist to evaluate workplace organisation and effectiveness.
11:00–11:30	**Coffee break**
11:30–12:12	Creating a 5S audit checklist to evaluate workplace organisation and effectiveness. (continued)
12:12–13:06	Developing strategies for engaging staff in 5S implementation and sustaining improvements over time.
13:06–14:00	Sustaining 5S practices to ensure ongoing efficiency and a culture of continuous improvement.

Day 4: Root Cause Analysis and Continuous Improvement

Applied activity: Participants will conduct a Root Cause Analysis on a fictional process failure, using the 5 Whys technique to identify underlying issues and propose solutions. They will work in teams to present their findings and recommendations, focusing on actionable steps.
Output: A Root Cause Analysis report with identified causes and proposed corrective actions.

09:00–09:54	Introduction to Root Cause Analysis (RCA) techniques for effective problem-solving.
09:54–10:48	Using the 5 Whys and Fishbone Diagram to identify underlying issues and their impact on processes.
10:48–11:00	Establishing a culture of continuous improvement within teams through regular feedback.
11:00–11:30	**Coffee break**
11:30–12:12	Establishing a culture of continuous improvement within teams through regular feedback. (continued)
12:12–13:06	Measuring the impact of process changes using performance metrics and data analysis.
13:06–14:00	Creating a feedback loop for ongoing improvements and adjustments based on team input.

Day 5: Integrated Lean Project Simulation

Applied activity: In teams, participants will simulate a Lean improvement project, applying all learned tools to a fictional scenario, from identifying waste to implementing solutions and measuring results. They will present their project outcomes to the class, demonstrating their understanding of Lean principles.
Output: A project presentation summarising the Lean improvement process, outcomes, and lessons learned.



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09:00–09:54	Bringing together Lean tools and methodologies in a comprehensive project simulation.
09:54–10:48	Simulating a complete Lean improvement project from start to finish in a controlled environment.
10:48–11:00	Collaborating in teams to apply learned concepts in a realistic scenario, enhancing teamwork and communication.
11:00–11:30	**Coffee break**
11:30–12:12	Collaborating in teams to apply learned concepts in a realistic scenario, enhancing teamwork and communication. (continued)
12:12–13:06	Evaluating project outcomes and learning points for future application in real-world settings.
13:06–14:00	Preparing for real-world Lean implementation and stakeholder engagement through practical exercises.

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.

Dates, venues and fees

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

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Paris Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,860.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Istanbul Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,540.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Singapore Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,820.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Barcelona Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,840.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Dubai Confirmed dates	8 Feb 2027	12 Feb 2027	**€3,150.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Frankfurt Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,650.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,450.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
Cape Town Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,890.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,860.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**
Istanbul Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,650.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**
Amsterdam Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,540.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**
Singapore Confirmed dates	10 May 2027	14 May 2027	**€2,820.-**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.-**
Rome Confirmed dates	17 May 2027	21 May 2027	**€2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
London Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**€3,150.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Frankfurt Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,650.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,450.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,890.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Paris Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,860.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Vienna Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,940.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Singapore Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,820.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**€3,150.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Frankfurt Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,650.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Paris Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,860.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Istanbul Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**
Amsterdam Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	13 Dec 2027	17 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

info@smart-horizon.eu
Amsterdam
The Netherlands

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