

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Value Stream Mapping and Process Redesign

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

Value stream mapping gives teams a clear picture of how materials and information flow through a process and where time, effort and cost are wasted. This course teaches participants to map current-state value streams, identify waste and constraints, design future-state processes and develop implementation plans. It applies to manufacturing, service, administrative and healthcare environments. Through practical mapping exercises and case studies, participants build the skills to lead value stream improvement in their organisations.

Many improvement efforts optimise individual steps while the end-to-end process remains slow and costly. Value stream mapping helps you see the whole flow, focus on what matters to customers and redesign processes for faster, more reliable delivery.

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

The course is practical and workshop-based, with mapping exercises, process simulations, waste identification activities, case studies and future-state design workshops.

Course objectives

By the end of this course, participants will be able to:
• Explain lean principles and the concept of value from the customer's perspective
• Create current-state value stream maps for products or services
• Identify waste, delays, constraints and quality problems
• Design future-state value streams with improved flow
• Develop and prioritise implementation plans
• Measure improvement and sustain results



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Target audience

This course is suitable for:

- Operations and production managers
- Continuous improvement and lean practitioners
- Quality managers
- Process owners in service and administrative functions
- Supply chain and logistics professionals

Target competencies

Participants will develop competencies in:

- Lean thinking
- Value stream mapping
- Waste identification
- Flow and pull design
- Future-state design
- Improvement implementation

Course outline

Day 1: Lean Principles and Value

09:00–09:54	Lean thinking and its five principles
09:54–10:48	Defining value from the customer's perspective
10:48–11:00	The eight wastes in manufacturing and services
11:00–11:30	**Coffee break**
11:30–12:12	The eight wastes in manufacturing and services (continued)
12:12–13:06	Selecting a value stream to map
13:06–14:00	Exercise: Identifying waste in a familiar process

Day 2: Mapping the Current State

09:00–09:54	Value stream mapping symbols and conventions
09:54–10:48	Walking the process and gathering data
10:48–11:00	Material and information flows



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11:00–11:30	**Coffee break**
11:30–12:12	Material and information flows (continued)
12:12–13:06	Lead time, process time and value-added ratio
13:06–14:00	Workshop: Mapping a current-state value stream

Day 3: Analysing the Value Stream

09:00–09:54	Identifying bottlenecks and constraints
09:54–10:48	Quality issues and rework loops
10:48–11:00	Inventory, queues and waiting time
11:00–11:30	**Coffee break**
11:30–12:12	Inventory, queues and waiting time (continued)
12:12–13:06	Prioritising improvement opportunities
13:06–14:00	Simulation: Process flow game

Day 4: Designing the Future State

09:00–09:54	Continuous flow, pull and takt time
09:54–10:48	Standard work and visual management
10:48–11:00	Redesigning information flow and approvals
11:00–11:30	**Coffee break**
11:30–12:12	Redesigning information flow and approvals (continued)
12:12–13:06	Future-state mapping
13:06–14:00	Workshop: Designing a future-state map

Day 5: Implementation and Sustainability

09:00–09:54	Implementation plans and improvement events
09:54–10:48	KPIs and tracking progress
10:48–11:00	Leadership roles in lean transformation



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11:00–11:30	**Coffee break**
11:30–12:12	Leadership roles in lean transformation (continued)
12:12–13:06	Sustaining improvements
13:06–14:00	Capstone: Value stream improvement 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.

Dates, venues and fees

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

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	16 Nov 2026	20 Nov 2026	**€3,150.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Frankfurt Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,650.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Kuala Lumpur Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,450.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,860.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Barcelona Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,840.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Istanbul Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,650.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,540.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Singapore Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,820.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
London Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	15 Mar 2027	19 Mar 2027	**€3,150.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Vienna Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,940.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Frankfurt Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,650.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,450.-**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.-**
Paris Confirmed dates	3 May 2027	7 May 2027	**€2,860.-**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.-**
Istanbul Confirmed dates	17 May 2027	21 May 2027	**€2,650.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Rome Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Amsterdam Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,540.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Singapore Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,820.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
London Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,450.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Rome Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,450.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**€3,150.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,650.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,450.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Paris Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,860.-**
Online Confirmed dates	6 Sept 2027	10 Sept 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.-**
Istanbul Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,650.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Amsterdam Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,540.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Singapore Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,820.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
London Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,450.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**
Dubai Confirmed dates	15 Nov 2027	19 Nov 2027	**€3,150.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Frankfurt Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,450.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



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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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