Operational excellence

Lean Office

One day to apply Lean to administrative and support processes: order processing, purchasing, supplier invoices, recruitment, document management. Participants spot office-specific waste, map a process of your company from request to service delivery, and build a shorter flow with its standards and display. They leave with the current-state map, a target and the first actions.

Duration : 1 day

Objectives

1. Explain what Lean brings to a process whose product is information or a file
2. Identify office waste: waiting, re-keying, multiple approvals, back-and-forth, incomplete files
3. Map a cross-functional process and measure its total lead time and actual processing time
4. Build a target process: right first time, work standard, priority rules
5. Set up visual control of files in progress and short team huddles

Programme

Day 1 — morning

• Lean in the office: internal or external customer, value added, total lead time versus processing time

• Administrative waste illustrated by purchasing, sales administration, HR and customer service cases

• Choosing a process of your company: start, end, customer, volume of files

• Mapping the current state: steps, queues, re-keying, correction loops

Day 1 — afternoon (workshop)

• Right first time: forms, checklists, definition of a complete file

• Administrative work standard and organising shared files along 5S lines

• Workshop: target process, 30-day action plan and lead-time and quality indicators

• Visual board of files in progress and weekly team huddle

• Knowledge test and presentation of the target process

Teaching methods

• Wall mapping of a real process, with the people who carry it out

• Measuring in the session the lead time and processing time of a file from your company

• Simulation of processing files in batches, then one by one

• Examples from purchasing, sales administration, HR and quality departments in industry and distribution

• Discussion of the digital tools in place and what they automate poorly

Assessment and documents

Knowledge test at the end of the day, end-of-course evaluation at D+1. Numbered training certificate, verifiable online, for each participant; the company receives the training report, the current-state map and the target process produced in the workshop.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

To map a complete flow, from order to delivery, see « Value Stream Mapping (VSM) ». Teams that then want to run a structured improvement project can continue with « Lean Six Sigma Yellow Belt ».

Practical information

Duration	1 day
Audience	Managers and staff of administrative functions, purchasing, sales administration, HR, finance, quality
Prerequisites	No prerequisites
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Does Lean Office apply to small organisations?

Yes. Administrative waste exists as soon as a file passes between several people. In a small team, the gains come mostly from removing re-keying and unnecessary approvals.

Should we digitalise processes before the course?

No, rather the opposite. Digitalising a poorly designed process automates its defects. The course first simplifies the flow; digitalisation comes afterwards, on a stable process.

Which process should we choose for the workshop?

A cross-functional process that is frequent and a source of complaints: order processing, purchase request, supplier invoice processing, recruitment, customer complaint handling. We choose it with you before the session.

Who should attend?

The people who carry out the process, end to end, and their manager. A session that brings together several departments around the same process gives the best results, because waste is often found at the interfaces.