



# **Optimizing Corporate Services with Lean Management Training Course**

**28 Sep - 02 Oct 2026**

**Tokyo**

**5800 € (Per Person)**

**Ref: #QUA5862\_176421**



## **Course Introduction / Overview:**

This course provides a comprehensive framework for applying Lean principles to corporate service environments such as HR, IT, Finance, and Administration. Moving beyond the traditional manufacturing-centric view, this program focuses on identifying and eliminating waste in information-based processes, enhancing value delivery to internal and external customers. As detailed by pioneers like James P. Womack in his seminal work "Lean Thinking", the core idea is to maximize customer value while minimizing waste. This means creating more value for customers with fewer resources. Participants will learn to see their service operations through a Lean lens, identifying bottlenecks, redundant tasks, and delays that hinder efficiency and employee morale. BIG BEN Training Center has designed this immersive experience to bridge the gap between Lean theory and practical implementation in an office setting. The curriculum is structured to empower professionals to drive meaningful, sustainable improvements, fostering a culture of continuous improvement that enhances service quality, reduces operational costs, and increases organizational agility in a competitive landscape.

## **Target Audience / This training course is suitable for:**

- Operations Managers and Directors.
- Corporate Service Department Heads.
- Process Improvement Specialists and Consultants.
- Human Resources Professionals.
- Finance and Accounting Managers.
- IT Service and Support Managers.
- Team Leaders and Supervisors in service departments.
- Project Managers responsible for transformation initiatives.
- Anyone involved in optimizing administrative and support functions.

## **Target Sectors and Industries:**

- Financial Services and Banking.

- Healthcare Administration.
- Information Technology and Software Services.
- Telecommunications.
- Retail and E-commerce Corporate Offices.
- Professional Services (Legal, Consulting, Accounting).
- Government Agencies and Public Sector Organizations.
- Education and University Administration.



## Target Organizations Departments:

- Human Resources.
- Finance and Accounting.
- Information Technology (IT).
- Procurement and Supply Chain.
- Administration and Facilities Management.
- Customer Service and Support.
- Legal and Compliance.
- Marketing and Sales Operations.

## Course Offerings:

By the end of this course, the participants will have able to:

- Identify and categorize the eight wastes (Muda) within corporate service processes.
- Apply Value Stream Mapping (VSM) to analyze and improve information and process flow.
- Implement 5S principles to create an organized, efficient, and productive office environment.
- Utilize Kanban systems to manage workflow, visualize bottlenecks, and limit work-in-progress.
- Lead Kaizen events to facilitate rapid, team-based process improvements.
- Employ A3 problem-solving methodology to address root causes of operational issues.
- Develop meaningful performance metrics (KPIs) to track the impact of Lean initiatives.
- Champion a culture of continuous improvement within their teams and departments.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply the concepts learned. We move



beyond traditional lectures to a hands-on learning environment where theory is directly linked to real-world application. The course heavily utilizes case studies drawn from various corporate service sectors, allowing participants to analyze and discuss actual Lean transformation journeys. Group workshops and team-based exercises are central to the program, where attendees will collaborate on activities like creating Value Stream Maps of service processes and simulating Kanban flows. Interactive sessions, facilitated discussions, and peer-to-peer feedback encourage the sharing of diverse experiences and challenges. Role-playing scenarios will be used to practice skills in change management and leading improvement events. Our expert instructors act as facilitators, guiding participants through practical problem-solving and ensuring a deep understanding of how to adapt Lean tools to the unique context of their own organizations.

## **Course Agenda (Course Units):**

### **Unit One: Foundations of Lean for Corporate Services**

- Introduction to Lean history and philosophy.
- The five core principles of Lean thinking.
- Defining value from the customer's perspective in a service context.
- Identifying the eight wastes (Muda) in office and administrative processes.
- Differentiating between value-added and non-value-added activities.
- The role of Lean in enhancing operational excellence and agility.
- Introduction to the DMAIC (Define, Measure, Analyze, Improve, Control) framework.

### **Unit Two: Visualizing and Analyzing Service Processes**

- Introduction to process mapping for service workflows.
- Value Stream Mapping (VSM) for administrative and transactional processes.
- Conducting effective Gemba Walks (Go and See) in an office environment.
- Spaghetti diagramming to track physical and information flow.
- Root Cause Analysis techniques (The 5 Whys, Fishbone Diagrams).
- Data collection strategies for service process metrics.
- Analyzing process cycle time, lead time, and takt time.

### **Unit Three: Creating Flow and Implementing Pull Systems**

- Principles of creating continuous flow in service delivery.
- Designing and implementing Kanban systems for managing tasks.
- Limiting Work-in-Progress (WIP) to reduce multitasking and bottlenecks.

- Workload balancing (Heijunka) in a team environment.
- Error-proofing (Poka-Yoke) for administrative processes.
- Strategies for managing shared resources and dependencies.
- Reducing handoffs and approval delays.



#### **Unit Four: Driving a Culture of Continuous Improvement**

- Introduction to Kaizen and Kaizen events (Rapid Improvement Workshops).
- The 5S methodology for workplace organization (Sort, Set in Order, Shine, Standardize, Sustain).
- Visual management techniques for the office (dashboards, status boards).
- Standardized work for service and administrative procedures.
- A3 thinking and structured problem-solving.
- Empowering employees to identify and solve problems.
- Building and facilitating effective improvement teams.

#### **Unit Five: Lean Leadership and Sustaining the Transformation**

- The role of leadership in a Lean transformation.
- Change management strategies for overcoming resistance.
- Developing Key Performance Indicators (KPIs) for Lean services.
- Creating a long-term vision and roadmap for Lean implementation.
- Hoshin Kanri (Policy Deployment) for strategic alignment.
- Conducting regular process reviews and audits.
- Celebrating successes and embedding Lean into the organizational culture.

#### **FAQ:**

##### **Qualifications required for registering to this course?**

There are no requirements.

##### **How long is each daily session, and what is the total number of training hours for the course?**

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

##### **Something to think about:**

How might the intangible nature of 'waste' in corporate services (e.g., waiting for approvals, redundant data entry) present a greater challenge for identification and elimination than physical

## What unique qualities does this course offer compared to other courses?



This course distinguishes itself by being meticulously designed for the unique complexities of corporate service environments, rather than being a generic adaptation of manufacturing-based Lean principles. We recognize that waste in an office is often invisible, hidden in information flows, system handoffs, and decision-making delays. Therefore, our curriculum focuses on tools and techniques specifically suited for analyzing and improving intangible work products. Participants will engage with case studies and practical examples drawn directly from HR, finance, and IT departments, ensuring the content is relatable and immediately applicable. The program emphasizes the cultural and leadership aspects of a Lean transformation, dedicating significant time to change management and employee empowerment, which are critical for sustaining improvements in a service setting. While other courses may focus heavily on tools, we prioritize developing a Lean mindset, enabling participants to see waste and opportunities for improvement in every aspect of their daily work, fostering a genuine and lasting culture of continuous improvement.