



DELIVERED WITH A SPECIALIST TRAINING PARTNER

PROCESS AND OPERATIONAL EXCELLENCE

Lean Management in Business Services

DURATION

2 days

AUDIENCE

Managers

LANGUAGE

Polish or English

FORMAT

On site or online

Lean comes from manufacturing, but waste in services looks different: ticket queues, context switching, unclear handovers. This training translates Lean tools into the reality of SSC, BPO, back office and hybrid teams.

WHAT WE COVER

- Waste in services: queues, switching, rework and handovers instead of scrap and inventory
- Seeing the work: making invisible office work visible enough to improve
- Flow in a ticket world: batching, prioritisation and what SLAs hide
- Standard work for knowledge tasks: supporting judgment instead of replacing it
- Daily management: boards, huddles and metrics that teams actually use
- Improvement practice: participants apply the tools to their own team's process

YOU LEAVE WITH

- Lean tools translated to your own team's reality, applied during the workshop
- A waste map of one of your processes with prioritised improvements
- A daily management routine you can start with your team the following week

WHO IT IS FOR

Managers and team leaders in SSC, BPO, back office and hybrid service teams. Also valuable for operations leaders introducing continuous improvement in a service environment.



BOOK THIS TRAINING

Write to michal.krauze@krauzeadvisory.com with the subject "Training: Lean Management in Business Services". Add preferred dates and group size. Closed programs are tailored to your organisation.