MERCURY

Lean Process Design & Continuous Improvement

16 – 20 November 2026
London (UK)



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Lean Process Design & Continuous Improvement

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Introduction

Lean process design focuses on eliminating inefficiencies and creating streamlined workflows that maximize value while reducing waste. This Lean Process Design & Continuous Improvement course provides a structured understanding of how organizations can achieve operational excellence through continuous improvement practices. Participants will explore modern approaches to process optimization that enhance productivity and service quality. The program emphasizes practical thinking to analyze workflows, identify bottlenecks, and improve system performance. It highlights the role of Lean methodologies in building sustainable business efficiency. Learners will understand how to embed a culture of continuous improvement across different organizational environments.

Targeted Groups

This Lean Process Design & Continuous Improvement training targets professionals seeking knowledge and skills:

- Operations and production managers aim to improve workflow efficiency and reduce waste.
- Quality assurance specialists are involved in process control and performance improvement systems.
- Business analysts focus on process optimization and operational performance evaluation.
- Project managers are responsible for implementing Lean manufacturing and improvement initiatives.
- Team leaders and supervisors are seeking to enhance productivity and workplace efficiency practices.

Course Objectives

Participants will achieve the following objectives by completing the Lean Process Design & Continuous Improvement course:

- Understand the principles of Lean thinking and apply them to real organizational processes.
- Develop skills in identifying inefficiencies and redesigning workflows for better performance outcomes.
- Analyze operational systems to detect bottlenecks and implement effective improvement strategies.
- Apply process optimization techniques to increase productivity and reduce operational waste.
- Strengthen decision-making abilities in quality improvement and operational excellence initiatives.
- Build competence in continuous improvement frameworks to support long-term organizational growth and Lean transformation practices.

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Targeted Competencies

Participants will gain the following competencies during the Lean Process Design & Continuous Improvement program:

- Ability to map and analyze business processes for efficiency improvement and waste reduction.
- Skill in applying Lean principles to enhance workflow design and operational performance.
- Competence in identifying root causes of process inefficiencies using structured analysis methods.
- Capability to implement continuous improvement strategies aligned with organizational goals.
- Proficiency in improving productivity through Lean Six Sigma and Kaizen-based thinking approaches.

Studying Scenarios

In this Lean Process Design & Continuous Improvement training, participants develop skills through the following scenarios:

- Analyzing inefficient production workflows and redesigning them for improved throughput and reduced delays.
- Evaluating service delivery processes to enhance customer satisfaction and operational consistency.
- Identifying performance gaps in organizational systems and proposing structured improvement plans.
- Applying Lean tools to optimize resource utilization in real business environments.
- Examining case studies of operational transformation to understand practical Lean implementation.

Course Content

Unit 1: Foundations of Lean Thinking and Process Excellence

- Introduction to Lean Process Design principles and core concepts.
- Understanding value creation and waste identification in operations.
- Overview of continuous improvement and operational excellence models.
- Exploring Lean Manufacturing fundamentals and modern applications.
- Key principles of efficiency-driven organizational design.
- Role of Lean culture in long-term business sustainability.

Unit 2: Process Mapping and Workflow Analysis

- Techniques for visualizing and mapping business processes.
- Identifying bottlenecks and inefficiencies in workflows.
- Value stream mapping for process optimization insights.
- Analyzing input-output relationships in operational systems.
- Tools for documenting and improving process flows.
- Enhancing clarity in cross-functional process interactions.

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Unit 3: Continuous Improvement Strategies and Kaizen Practices

- Understanding Kaizen philosophy in continuous improvement systems.
- Incremental improvement techniques for operational enhancement.
- Building a culture of employee-driven improvement initiatives.
- Problem-solving approaches for ongoing process refinement.
- Implementing structured feedback loops for performance growth.
- Sustaining long-term continuous improvement practices.

Unit 4: Lean Tools and Process Optimization Techniques

- Application of Lean Six Sigma tools in process improvement.
- Root cause analysis techniques for performance issues.
- 5S workplace organization and standardization principles.
- Just-in-time and workflow balancing methodologies.
- Reducing waste through structured Lean optimization tools.
- Enhancing productivity through process standardization methods.

Unit 5: Operational Excellence and Lean Transformation

- Strategies for achieving operational excellence in organizations.
- Designing scalable and efficient process improvement systems.
- Change management in Lean transformation initiatives.
- Measuring performance through KPIs and efficiency indicators.
- Embedding Lean thinking into organizational culture.
- Long-term sustainability of continuous improvement programs.

Final Insights & Key Takeaways

Lean process design enables organizations to eliminate inefficiencies and systematically build high-performance operational systems. Continuous improvement ensures long-term competitiveness by embedding efficiency and quality into every level of the organization.