Lean Government: Waste Reduction & Value Creation Training Course

Professional Development Training Course Outline

Category	Public Sector Innovation	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Lean Government is a proven management approach that enables public sector institutions to reduce waste, improve service delivery, and create greater value for citizens. As governments face increasing pressure to do more with limited resources, Lean principles such as continuous improvement, process efficiency, customer focus, and value stream optimization have become essential tools for modern public administration. Lean Government: Waste Reduction & Value Creation Training Course introduces participants to Lean thinking within government environments, emphasizing practical methods for identifying non-value-adding activities, eliminating inefficiencies, and improving operational performance across public services.

The training focuses on applying Lean tools in real government contexts including policy implementation, service delivery, regulatory processes, and administrative operations. Participants will gain hands-on skills in process mapping, root cause analysis, performance measurement, and change management. By embedding Lean culture and data-driven decision-making, public institutions can improve transparency, reduce delays, enhance citizen satisfaction, and achieve sustainable value creation while strengthening accountability and governance outcomes.

Programme Curriculum

Lean Government: Waste Reduction & Value Creation Training Course

Introduction

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Course Objectives

1. Understand Lean principles and their application in government institutions.
2. Identify waste types and inefficiencies in public sector processes.
3. Apply value stream mapping to improve service delivery performance.
4. Use continuous improvement techniques to optimize government workflows.
5. Implement citizen-centric service design using Lean methodologies.
6. Strengthen operational efficiency and cost optimization strategies.
7. Apply data-driven performance measurement and KPIs in public services.
8. Improve cross-departmental collaboration and process integration.
9. Use problem-solving tools to address service delays and bottlenecks.
10. Integrate Lean governance into policy execution and operations.
11. Manage change and resistance during Lean transformation initiatives.
12. Align Lean initiatives with public sector accountability frameworks.
13. Develop action plans for institutionalizing Lean government practices.

Organizational Benefits

- Reduced operational waste and unnecessary bureaucracy
- Improved efficiency and faster public service delivery
- Enhanced citizen satisfaction and trust in government services
- Lower operational costs and better resource utilization
- Improved transparency and accountability in processes
- Stronger performance measurement and results management
- Increased staff engagement and problem-solving capacity
- Improved interdepartmental coordination and collaboration
- Sustainable culture of continuous improvement
- Better alignment between policy objectives and service outcomes

Target Audiences

- Government managers and supervisors
- Public sector process improvement teams
- Policy implementation officers

- Service delivery and operations staff
- Monitoring and evaluation professionals
- Public sector reform and transformation units
- Internal audit and performance management teams
- Consultants supporting government efficiency initiatives

Course Duration: 5 days

Course Modules

Module 1: Introduction to Lean Government

- Principles and philosophy of Lean thinking
- Differences between Lean government and Lean manufacturing
- Value creation in public sector environments
- Role of citizens as customers in government services
- Overview of Lean tools and techniques
- Case Study: Lean transformation in a municipal service department

Module 2: Identifying Waste in Government Processes

- Types of waste in public sector operations
- Mapping administrative and service delivery inefficiencies
- Identifying delays, rework, and duplication
- Assessing compliance-driven versus value-driven activities
- Prioritizing waste reduction opportunities
- Case Study: Waste identification in permit approval processes

Module 3: Value Stream Mapping for Public Services

- Fundamentals of value stream mapping
- Mapping end-to-end government service processes
- Identifying value-added and non-value-added steps
- Analyzing bottlenecks and handoff delays
- Designing future-state value streams
- Case Study: Value stream mapping for social service delivery

Module 4: Continuous Improvement Tools

- Plan-Do-Check-Act (PDCA) cycle in government
- Root cause analysis using problem-solving tools
- Standardization of public sector processes
- Visual management and performance boards

- Measuring improvements and sustaining gains
- Case Study: Continuous improvement in public procurement

Module 5: Citizen-Centric Service Design

- Understanding citizen needs and service expectations
- Designing services for accessibility and simplicity
- Reducing service turnaround times
- Improving service quality and consistency
- Integrating feedback mechanisms into service design
- Case Study: Redesigning a frontline government service center

Module 6: Performance Measurement & Lean KPIs

- Developing Lean performance indicators for government
- Linking KPIs to service outcomes and value creation
- Using dashboards for decision-making
- Monitoring efficiency, quality, and timeliness
- Data-driven performance reviews
- Case Study: KPI-driven performance improvement in a government agency

Module 7: Change Management & Lean Culture

- Building a Lean culture in public institutions
- Managing resistance to process change
- Leadership roles in Lean transformation
- Staff engagement and capability building
- Communication strategies for Lean initiatives
- Case Study: Change management in a national reform program

Module 8: Implementing Lean Government Initiatives

- Developing Lean implementation roadmaps
- Selecting pilot projects for quick wins
- Scaling Lean practices across departments
- Governance structures for Lean sustainability
- Monitoring long-term impact and benefits
- Case Study: Scaling Lean government practices at a national level

Training Methodology

- Instructor-led presentations and concept briefings
- Practical exercises using real government process scenarios
- Group workshops and collaborative problem-solving
- Case study analysis and peer learning sessions
- Process mapping and simulation activities
- Action plan development and facilitator feedback

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.
f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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