Lean Process Improvement in Customer Service Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s hyper-competitive market, organizations must deliver exceptional customer experiences while maximizing operational efficiency. Lean Process Improvement in Customer Service Training Course empowers teams to eliminate waste, streamline workflows, and enhance customer satisfaction. This training integrates proven Lean principles with practical tools and real-world case studies, enabling service teams to reduce process bottlenecks, accelerate response times, and foster a culture of continuous improvement. Participants will gain actionable insights into optimizing service delivery, improving first-call resolution, and leveraging data-driven strategies to enhance performance.

By adopting Lean methodologies, customer service professionals can transform traditional service operations into high-performing, agile systems. This course emphasizes practical application through hands-on exercises, process mapping, root cause analysis, and performance metrics tracking. Participants will learn to identify inefficiencies, implement sustainable improvements, and drive measurable outcomes that directly impact customer loyalty and business growth. Designed for both frontline staff and management, this program equips teams with the skills needed to cultivate operational excellence and a customer-centric mindset.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Understand Lean principles and their application in customer service.
2. Identify and eliminate process inefficiencies and waste.
3. Implement process mapping and value stream analysis for service workflows.
4. Enhance first-contact resolution and reduce customer complaints.
5. Apply root cause analysis techniques to recurring service issues.
6. Use KPIs and metrics to measure service performance and improvement.
7. Streamline multi-channel customer interactions for efficiency.
8. Foster a culture of continuous improvement within service teams.
9. Leverage digital tools and automation to enhance service delivery.
10. Reduce operational costs without compromising service quality.
11. Improve customer satisfaction, loyalty, and retention rates.
12. Design standard operating procedures for consistent service excellence.
13. Integrate real-world case studies to apply Lean concepts practically.

Target Audience

1. Customer Service Representatives
2. Service Team Leaders and Supervisors
3. Operations Managers
4. Process Improvement Specialists
5. Quality Assurance Analysts
6. Contact Center Managers
7. Customer Experience Professionals
8. Business Analysts

Course Modules

Module 1: Introduction to Lean in Customer Service

- Principles of Lean and Six Sigma
- Lean thinking for service processes
- Key benefits of Lean in customer service
- Common types of waste in service operations

- Case study: Reducing response time in a call center

Module 2: Process Mapping & Value Stream Analysis

- Mapping customer journeys
- Identifying bottlenecks and inefficiencies
- Tools for process visualization
- Prioritizing improvement opportunities
- Case study: Streamlining service request processing

Module 3: Root Cause Analysis & Problem Solving

- Fishbone diagrams and 5 Whys technique
- Analyzing recurring customer complaints
- Developing effective solutions
- Implementing corrective actions
- Case study: Reducing repeat service calls

Module 4: Performance Metrics & KPI Tracking

- Key service performance indicators
- Monitoring SLA compliance
- Customer satisfaction and NPS tracking
- Benchmarking against industry standards
- Case study: Improving service metrics in a support team

Module 5: Streamlining Multi-Channel Service Operations

- Integrating phone, email, chat, and social media
- Ensuring consistent service quality across channels
- Workflow automation for efficiency
- Prioritization strategies for high-volume interactions
- Case study: Optimizing omnichannel support

Module 6: Continuous Improvement & Lean Culture

- Principles of Kaizen for service teams
- Encouraging employee engagement
- Sustaining improvement initiatives
- Building a feedback-driven culture
- Case study: Implementing team-driven Lean initiatives

Module 7: Technology & Automation in Customer Service

- Tools for process automation and AI support
- Reducing manual effort and human error
- Integrating CRM systems with Lean workflows
- Using analytics for proactive service improvement
- Case study: Chatbot implementation to improve response time

Module 8: Standard Operating Procedures & Best Practices

- Designing SOPs for consistency

- Documenting processes and workflows
- Knowledge management and training guides
- Quality control checkpoints
- Case study: Creating a standardized service playbook

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

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
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:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com