

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Lean Fundamentals for Front-Line Teams

5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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Course content

Why attend

Front-line employees see waste every day but are rarely trained to remove it. This course introduces lean thinking in simple, practical terms: customer value, the eight wastes, 5S, standard work, simple problem solving, visual boards and daily improvement, so teams can improve their own work.

Improvement works best when everyone is involved. You will learn simple lean tools you can use in your area tomorrow.

Professional Problems This Course Is Designed to Solve

- Difficulty translating subject knowledge into practical workplace decisions.
- Inconsistent approaches to the activities covered in the course outline.
- Lack of a structured plan for applying and reviewing new skills.

Course methodology

Interactive games, workplace walk exercises, simple tool practice and team improvement ideas.

Course objectives

By the end of this course, participants will be able to:
- Explain lean principles in simple terms
- Identify the eight wastes in daily work
- Apply 5S to organise the workplace
- Follow and improve standard work
- Solve simple problems with structured tools
- Use visual boards and daily improvement routines

Target audience

This course is suitable for:
- Front-line employees
- Team leaders
- Production and service staff
- Administrative staff
- New continuous improvement champions



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Target competencies

Participants will develop competencies in:

- Waste identification
- Workplace organisation
- Standard work
- Problem solving
- Teamwork

Course outline

Day 1: What Is Lean

09:00–10:08	Customer value
10:08–11:00	Lean game
11:00–11:30	**Coffee break**
11:30–11:45	Lean game (continued)
11:45–12:53	Lean principles
12:53–14:00	Discussion

Day 2: Waste

09:00–10:08	Eight wastes
10:08–11:00	Waste walk
11:00–11:30	**Coffee break**
11:30–11:45	Waste walk (continued)
11:45–12:53	Examples
12:53–14:00	Exercise

Day 3: 5S and Standard Work

09:00–10:08	5S steps
10:08–11:00	Standard work
11:00–11:30	**Coffee break**



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11:30–11:45	Standard work (continued)
11:45–12:53	Visual workplace
12:53–14:00	Practice

Day 4: Problem Solving

09:00–10:08	5 Whys
10:08–11:00	Simple root cause tools
11:00–11:30	**Coffee break**
11:30–11:45	Simple root cause tools (continued)
11:45–12:53	Improvement ideas
12:53–14:00	Exercise

Day 5: Daily Improvement

09:00–10:08	Visual boards
10:08–11:00	Daily huddles
11:00–11:30	**Coffee break**
11:30–11:45	Daily huddles (continued)
11:45–12:53	Sustaining
12:53–14:00	Team action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,450.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Rome Confirmed dates	30 Nov 2026	4 Dec 2026	**£2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.–**
Cape Town Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,890.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
London Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,450.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Barcelona Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,840.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.–**
Vienna Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,940.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Cape Town Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,890.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Rome Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
Dubai Confirmed dates	3 May 2027	7 May 2027	**£3,150.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Cape Town Confirmed dates	17 May 2027	21 May 2027	**£1,890.–**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.–**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,860.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.–**
Frankfurt Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,650.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.–**
Dubai Confirmed dates	19 Jul 2027	23 Jul 2027	**£3,150.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.–**
Amsterdam Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Vienna Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,940.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Istanbul Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,650.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Dubai Confirmed dates	29 Nov 2027	3 Dec 2027	**£3,150.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online