Kaizen Lean Office and AI Automation

13th & 14th

November 2025

This two-day training combines Lean Service excellence with AI-powered automation to transform transactional and service operations. By integrating **KAIZEN™ methods with data analytics and AI tools**, participants learn to streamline workflows, eliminate repetitive tasks, and make smarter decisions. The program provides practical knowledge to redesign processes for efficiency and apply AI to **optimise office work, driving measurable gains in productivity, agility, and customer service**.

WHY PARTICIPATE?

- Acquire tools to map, analyse, and automate processes, reducing repetitive manual tasks and errors.
- Learn to apply AI-driven solutions such as process mining, predictive analytics, and task automation for smarter operations.
- Build the capability to accelerate decision-making through real-time data insights and intelligent automation.
- Enhance your organisation's ability to deliver faster, higher-quality services that improve both customer experience and employee productivity.
- Develop hands-on skills through simulations and case studies, ensuring immediate workplace impact.

Confirm your presence to **Kathleen Fenech**
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R.S.V.P:
10th November 2025

KAIZEN™ INSTITUTE

LOCATION:
Busybee, Mdina Road, Zone 4, Central Business District, Birkirkara CBBD 4010, Malta

PROGRAMME

- **Foundations of Lean, Data & AI**
- **Process Improvement & Mapping**
  - SIPOC and end-to-end process mapping
  - Flow and resource efficiency concepts
  - Identifying waste and automation opportunities
- **AI & Data-Driven Tools**
  - Data strategy, governance, and quality
  - Reporting, BI tools, and process mining
  - Regression, machine learning, and AI-driven optimisation
  - Intelligent task automation and workflow orchestration
- **Office Automation & Digital Transformation**
  - Standard work, robotic process automation (RPA) and AI Agents.
  - Smart office layout design and digital workflows
- **Simulation exercises, case studies, and success stories**