



AI-Enabled Value Stream Process Improvement Workshop

Map the real work, surface waste, explore AI possibilities, and prioritise a route forward

HALF-DAY APPLICATION WORKSHOP · 3.5 HOURS

Your teams know the process. This highly interactive workshop helps them see its full flow together: where work waits, loops, reworks, or loses value, where Lean improvements can simplify the path, and where AI-enabled possibilities are worth exploring.



Not just ideas. A shared process view and a prioritised route to action.

AT A GLANCE

Duration: 3.5 hours, including one 15-minute integration break

Starting point: Your selected value stream

Format: Live, facilitated and highly interactive

Focus: Lean flow + AI possibilities

THE WORKSHOP PROMISE

Bring the people who know the work together to create current-state clarity, generate grounded AI-enabled improvement possibilities, and agree the most useful next moves.

1

See the whole flow

Create one shared, high-level view of the selected value stream: its steps, people, data and information, handoffs, delays, constraints, and sources of waste.

2

Explore possibilities

Use Lean thinking, AI capabilities, seven AI patterns, and AI personas to turn visible process pain points into useful opportunity prompts.

3

Choose a route forward

Prioritise the ideas that matter most and shape an initial route of quick wins, medium-term moves, and strategic options.



THE EXPERIENCE

A practical workshop for the work that actually happens

This is a facilitated application workshop, not a generic AI lecture. Participants work with their chosen process or value stream, combining the people and context that make the work real with a visual, collaborative approach to flow, waste, constraints, and opportunity.

Who should join

Process and value-stream owners; operational practitioners; people who perform, receive, hand off, or support the work; and Digital, IT, and Data representatives.

What to bring

No mandatory participant e-learning or reading. Where available, existing process documentation and stakeholder context can be shared with the facilitator to support preparation.

FOUR CONNECTED LEARNING MOVES

1

Shared understanding

Make the current flow visible: the work, the handoffs, the information, the active time, the wait time, the constraints, and the people who experience them.

2

Lean before AI

Identify visible waste and bottlenecks, then discuss practical ways to simplify or improve the baseline before layering in AI-enabled ideas.

3

Outside in, then inside out

Use AI-pattern inspiration and a hands-on AI Persona Game to generate possibilities rooted in the process rather than in generic tool talk.

4

Converge and commit

Cluster, prioritise, and clarify the ideas that the group believes deserve further exploration and action.

A FOCUSED WORKSHOP BOUNDARY

The session produces shared understanding and draft improvement opportunities. It does not design, procure, implement, or validate an AI solution.



WORKSHOP OUTCOMES

What your team will create

By the end of the half-day session, participants will have worked together to create the following practical, discussion-ready outputs.

1

A current-state value-stream view

One high-level visual view of the selected process, including steps, handoffs, data and information, active time, wait time, and visible delay points.

2

A pain, gain, waste and constraint inventory

A shared view of priority bottlenecks, rework, friction, loss of value, and conditions that constrain the flow of work.

3

A draft Lean future-state baseline

A waste-reduced improvement view that establishes where the flow can be simplified before AI-enabled possibilities are considered.

4

An AI opportunity map

Relevant AI patterns, capabilities, and personas connected to selected process steps or pain points as prompts for further exploration.

5

A prioritised route forward

A participant-ranked improvement backlog and an initial three-phase view of quick wins, medium-term moves, and strategic options.

DRAFTS WITH A PURPOSE

The outputs are working artefacts for alignment and next-step decisions. They are not a commitment to an implementation approach, investment, vendor, or business case.



MODULES 1 & 2

Course outline

1

Shared Understanding — Map the Current Value Stream

60 MINUTES

SOURCE FOCUS

Value Stream Mapping makes the end-to-end flow visible. Teams define the process boundary and map the major steps, people, data or information, handoffs, active time, wait time, pains, gains, constraints, and bottlenecks. Lean waste identification helps the group recognise where work is delayed, duplicated, or made harder than necessary.

IN THE ROOM

Participants build one high-level current-state view of their selected process. They identify the most important pain points and use a Lean lens to explore waste, flow, and root causes without jumping prematurely to a technology answer.

PRACTICAL APPLICATION

Produce a shared visual of the process and a focused inventory of the bottlenecks, waste, and constraints that are most useful to address.

2

Outside In — Explore AI Possibilities

45 MINUTES

SOURCE FOCUS

The workshop introduces AI capabilities and seven AI patterns as a practical vocabulary for discussion. Context-neutral inspiration prompts help the group move beyond familiar automation ideas without treating examples as ready-made answers.

IN THE ROOM

Participants consider where AI might support the mapped process, using the patterns as questions: where could recognition, prediction, conversation, personalisation, optimisation, or other forms of support be relevant?

PRACTICAL APPLICATION

Create a shared set of AI opportunity prompts that are tied to the selected value stream and ready for deeper exploration in the next module.

OPENING & BREAK PATTERN

The workshop begins with 15 minutes for orientation, the Lean + AI lens, and process-scope confirmation. A 15-minute integration break follows Module 1.



MODULES 3 & 4

Course outline

3

Inside Out — Generate Context-Specific Opportunities

45 MINUTES

SOURCE FOCUS

Abstract AI capability becomes more useful when it is connected to a real process pain point. The AI Persona Game provides a structured, playful way to generate diverse possibilities by considering how different AI roles could assist a selected part of the flow.

IN THE ROOM

Small groups select process sections or pain points, use AI personas to generate ideas, and locate the ideas against the value-stream view. The emphasis is on grounded discussion, not on choosing a technology.

PRACTICAL APPLICATION

Create a draft AI opportunity map showing where the group sees meaningful possibilities for further exploration.

4

Prioritise & Roadmap — Turn Ideas into Action

30 MINUTES

SOURCE FOCUS

A useful workshop closes by converging, not just diverging. Participant voting and an impact-effort view help the group compare ideas, identify the strongest candidates, and clarify what needs attention first.

IN THE ROOM

Participants cluster related ideas, select a manageable set for discussion, and shape an initial three-phase route of quick wins, medium-term moves, and strategic options. The close captures commitments and recommended next steps.

PRACTICAL APPLICATION

Leave with a participant-prioritised improvement backlog and a clear conversation starter for what should happen after the workshop.

HALF-DAY LEARNING JOURNEY

15-minute opening and scope confirmation · 60-minute current-state mapping · 15-minute integration break · 45-minute AI exploration · 45-minute opportunity generation · 30-minute prioritisation and close.

PRACTICAL TAKEAWAY

A shared picture of how work flows today, where it gets stuck, and which Lean and AI-enabled possibilities are most worth examining next.