



OPERATIONAL EXCELLENCE

Course Introduction:

This Operational Excellence training course will equip the participants with the knowledge, skills, and behavioral competencies required to support an Operational Excellence program and contribute significantly to the bottom line of your organization, reducing variation, defects, cycle times, lead times, waste, and costs within your operations.

Operational Excellence (OPEX) goes beyond continuous improvement, cost minimization and productivity maximization. OPEX supports the drive for sustainable profitability and growth within your organization by adopting a holistic approach to improvement. The essence of Operational Excellence is an organizational culture that achieves long-term sustainable growth and performance development by enhancing employee empowerment and motivation. The core of OPEX is applying the right tools to the right processes in the right culture. It is a crucial element of organizational leadership focusing on the continual development of organizational culture and operational processes.

This OPEX training course is designed for leaders and practitioners wishing to transform their organizations through strategy and culture, and through the application of operational excellence approaches, methodologies, processes, and tools.

This course Operational Excellence training course will highlight:

- The framework, principles, and benefits of operational excellence
- Lean organization principles and practices
- Effective project and process management practices
- A variety of practices and methodologies for operational excellence
- Manage change and influence cultural transformation

Objectives

By the end of this Operational Excellence training course, participants will be able to:

- Prioritize and link improvement activities to achieve the organizations strategic objectives
- Review processes, suggest improvements and monitor the progress of the changes
- Manage projects and work processes to improve effectiveness and efficiency of business operations
- Select and use relevant tools and methodologies in the contexts of operational improvement initiatives
- Implement lean organization principles, methodologies to achieve key operational excellence goals – easier, better, faster, and cheaper.
- Influence organizational culture and employee behavior to support operational excellence

Organizational Impact

Organizations will benefit from participants adopting holistic thinking, avoiding the sub-optimization that can result from fragmented improvement activity. The benefits are as follows:

- An organizational culture of striving for operational excellence to create value and to sustain business growth
- Aligning improvements to strategic imperatives
- Engaging all stakeholders in the improvement efforts
- Reducing defects and waste across the whole value stream
- Improving the efficiency and effectiveness of resources
- Increasing customer satisfaction capturing the 'voice of the customer'
- Promoting organizational learning and engagement

Personal Impact

This Operational Excellence training course will personally benefit the participants by being able to apply the thinking and techniques to identify, evaluate, and improve issues affecting them in the workplace.

- Developing their professional skills and critical thinking
- Solving problems using structured, analytical methods
- Making data-driven business decisions
- Engaging more effectively with colleagues during team-based problem solving
- Employing tools and techniques to reduce costs and drive customer satisfaction and profitability

WHO SHOULD ATTEND?

This course training course is appropriate for everyone in the organization but may be of special interest to anyone charged with driving the improvement of operating performance.

This course Operational Excellence training course will benefit all levels of personnel in private as well as public sector organizations:

- Managers
- Team Leaders
- Supervisors
- Technical Staff
- Healthcare Personnel
- Operations Personnel

Course Outline:

DAY 1

Operational Excellence Perspectives & Strategic Approach

- The OPEX framework, principles, benefits
- Elements of strategic approach – *McKinsey's 7S, Balanced Scorecard, Strategy Map*
- McKinsey's 7S model
- Balanced scorecard (BSC)
- Strategy map
- Integrated Management Systems – *Quality, Environmental, Safety & Health (ISO 9001, 14001, 45001)*

DAY 2

Managing Projects

- Project pipeline development and prioritization
- Overview of PM lifecycle
- Business case proposal
- Project planning toolbox – *WBS, Gantt Chart, Risk Management etc.*
- Project execution & monitoring
- Project closure

DAY 3

Practices & Methodologies for Operational Excellence

- Continuous improvement
- Improving cross-functional processes – *SIPOC, Swimlane*
- Finding & eliminating wastes
- Reducing Costs of Quality (COQ)
- A3 problem solving, DMAIC & PDCA cycle
- Theory of Constraints (TOC)

DAY 4

Lean Organization Practices

- Lean management 4P framework
- The 14 principles of lean organization
- Tools selection and use – *Idea generation, data analysis, decision making*

- Total Productive Maintenance (TPM)
- Visual management – 5S, Kanban

DAY 5

Cultural Leadership

- Change leadership
- Conflict resolution
- Consensus building
- Motivating individuals
- Team building

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

