

Operational Excellence Programs

Duration: 5 Days

Language: en

Course Code: MG2 - 223

Objective

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

- Understand the principles and pillars of operational excellence.
- Apply Lean, Six Sigma, and Kaizen concepts to optimise performance.
- Develop performance metrics and dashboards to track improvements.
- Integrate operational excellence into the organisation’s culture and strategy.
- Lead change initiatives that drive sustainable results.

Audience

This course is ideal for:

- C-level executives and senior leaders.
- Operations directors and managers.
- Continuous improvement specialists.
- Quality assurance professionals.
- Project and programme managers.
- Business process analysts.

Training Methodology

This program blends expert-led presentations, interactive discussions, and case study analysis. Participants will engage in practical exercises to apply concepts directly to their own organisations. The course concludes with a simulation activity where participants design an operational excellence roadmap for a real-world scenario.

Summary

This advanced training course provides a comprehensive framework for achieving and sustaining operational excellence within organisations. Participants will explore strategies to optimise processes, enhance performance, and build a culture of continuous improvement. By blending theory with real-world applications, the course equips leaders and managers with the tools to drive efficiency, reduce waste, improve quality, and create value for all stakeholders.

The program emphasises alignment between strategic objectives and operational activities, ensuring that excellence is not just a one-time achievement but an ongoing organisational mindset. Participants will gain insights into industry best practices, performance management systems, and transformation initiatives that enable long-term success in highly competitive markets.

Course Content & Outline

Section 1: Foundations of Operational Excellence

- Definition, scope, and benefits of operational excellence.
- The relationship between strategy, culture, and execution.
- Key frameworks: Lean, Six Sigma, Kaizen, and Total Quality Management.
- The role of leadership in driving excellence.

Section 2: Process Optimisation and Waste Reduction

- Identifying inefficiencies and bottlenecks.
- Value stream mapping and process flow analysis.
- Tools for eliminating waste and improving cycle times.
- Best practices for standardising processes.

Section 3: Performance Measurement and Continuous Improvement

- Developing key performance indicators (KPIs).
- Building effective performance dashboards.
- Root cause analysis and corrective actions.
- Embedding a culture of innovation and adaptability.

Section 4: Aligning Excellence with Organisational Strategy

- Linking operational metrics to strategic goals.
- Integrating excellence into corporate governance.
- Managing cross-functional collaboration for maximum impact.
- Ensuring long-term sustainability of improvements.

Section 5: Leading Operational Excellence Initiatives

- Change management and overcoming resistance.
- Engaging and empowering employees at all levels.
- Leveraging technology and digital transformation.
- Case studies of successful operational excellence programs.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Management & Leadership, Project Management

Tags

Operational Excellence, Organisational Strategy, Performance Measurement

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