



Maintenance & Reliability Management

Achieving Operational Excellence Strategies for Continuous Improvement

Course Introduction

This training program is designed to equip participants with the knowledge and skills necessary to implement operational excellence principles within their organizations. Over the course of five days, participants will explore various methodologies, including Lean and Six Sigma, learn about process mapping and redesign, and understand the importance of change management and sustainability. By fostering a culture of continuous improvement and leveraging technology and innovation, participants will be prepared to lead their organizations towards achieving operational excellence.

Target Audience

Operations Managers and professionals.

Administrative Professionals.

Team Leaders and Supervisors.

Quality Assurance Professionals.

Anyone Interested in Operational Excellence

Learning Objectives

Grasp the principles, elements, and stages of operational excellence and their significance in modern organizations.

Analyze operational expenses and perform feasibility studies related to operational excellence initiatives.

Utilize tools like McKinsey's strategy alignment and execution tools, balanced scorecards, and strategy maps to link strategy with operations management.

Employ process mapping techniques to identify bottlenecks and inefficiencies and apply principles for process improvement and redesign.

Apply Six Sigma tools and methodologies (DMAIC) to analyze and improve processes effectively.

Understand and implement Lean principles and tools to enhance operational efficiency and reduce waste.

Create a culture of continuous improvement within the organization, utilizing PDCA cycles and Kaizen events.

Develop strategies for successful change management, ensuring stakeholder engagement and effective communication during transitions.

Recognize the importance of sustainability in operations and develop strategies for sustainable operational practices.

Identify and utilize emerging technologies to drive efficiency and innovation in operations

Course Outline

• 01 DAY ONE

The Concept of Operational Excellence Of Operations: DAY ONE

Principles and elements of operational excellence of operations.

Stages of operational excellence of operations.

Feasibility study of operational excellence (operational expenses)

Strategy alignment and execution tools-McKinsey.

Balanced scorecard, strategy map.

Linking strategy and operations management.

Dynamics of the "Golden Triangle" of the Enterprise people, processes and systems

The role of operating expenses in good corporate governance

• 02 DAY TWO

Process Mapping and Redesign:

Process Mapping Techniques

Tools for process mapping (flowcharts, SIPOC)

Identifying bottlenecks and inefficiencies

Process Redesign Principles

Techniques for process improvement and redesign

Group Activity: Create a process map for a selected business process

Six Sigma Fundamentals:

Introduction to Six Sigma

Overview of Six Sigma methodology (DMAIC: Define, Measure, Analyze, Improve, Control)

The role of data and statistical analysis in decision making

Applying Six Sigma Tools

Fishbone diagram, Pareto analysis, and control charts

Practical Exercise: Analyzing a process using Six Sigma tools.

• 03 DAY THREE

Lean Thinking and Methodologies:

Understanding Lean Principles

Overview of Lean methodologies and tools

Value stream mapping and waste reduction techniques

Implementing Lean in Operations

Steps to implement Lean practices effectively

Case Study: Successful Lean transformations in organizations.

Developing Continuous Improvement Culture:

Creating a Culture of Continuous Improvement

Employee engagement and empowerment strategies

Tools for Continuous Improvement

PDCA (Plan-Do-Check-Act) cycle and Kaizen events

Group Discussion: Strategies to encourage continuous improvement in participants' organizations

• **04 DAY FOUR**

Change Management in Operations:

Understanding Change Management

The importance of effective change management in operational excellence

Models of change management (e.g., Kotter's 8-Step Process)

Strategies for Successful Change Implementation

Communication, training, and stakeholder engagement

Sustainability and Operational Excellence:

Understanding Sustainability in Operations

The importance of sustainable practices in operational excellence

Balancing efficiency with environmental responsibility

Developing a Sustainable Operations Strategy

Tools and frameworks for sustainable operational practices

• **05 DAY FIVE**

Leadership in operational excellence:

Elements of corporate culture analysis

Application of a model of organizational change

Build high performance teams

Integrated management systems-quality, environment, safety and health

Enhance the efficiency of operations, reduce costs and enhance operational agility

Technology and Innovation in Operations:

Role of Technology in Operational Excellence

Overview of emerging technologies (IoT, AI, automation)

Utilizing technology to drive efficiency

Innovative Practices in Operations

Lean digital transformation and Industry 4.0

Practical Exercise: Identify technology solutions for operational challenges.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 18, 2025	Aug. 22, 2025	5 days	4250.00 \$	None
Sept. 1, 2025	Sept. 5, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 1, 2025	Dec. 5, 2025	5 days	4250.00 \$	UAE - Dubai