



Quality Management & Operational Excellence

# Operational Excellence Managing Performance

# Course Introduction

---

In today's volatile business environment, organizations need to create competitive advantage in order to be successful. Organizations are now developing Operational Excellence strategies in order to maximize performance management.

This training program is designed to provide participants the essential concepts and principles of Operational Excellence and to give practical strategies that can be applied in continuous process environments. The training program will focus on both the people dimension of OE, together with practical ideas for managing performance in the organization.

## **Training Program Methodology**

The training program is implemented by combining the participants' academic knowledge and practical practice (30% theoretical / 70% practical activities).

This program focuses on exercises, case studies, individual and group presentations, and Role-playing, among other advanced training techniques.

At The end of the training program, Participants will be involved in practical workshop to show their skills in applying what they were trained for.

A detailed report is submitted to each participant and the training department in your organization on the results of the participant's performance and the return on training.

## Target Audience

---

Quality Managers & Directors – Overseeing quality strategy and compliance.

Process Improvement Specialists – Implementing Lean, Six Sigma, and continuous improvement.

Quality Auditors & Analysts – Monitoring and ensuring quality standards.

Production & Operations Managers – Enhancing efficiency and defect reduction.

## Learning Objectives

---

- Gain a comprehensive understanding of the concept of operational excellence and its importance in the organization.
- Recognize areas and activities in the organization to be improved to achieve the organization's strategic objectives.
- Manage operational performance using balanced measures and targets.
- Implement established methods and apply techniques to effectively manage performance.
- Determine the appropriate methods and tools within the improvement framework.
- Assess current organizational processes and recommend actions for improvement.
- Learn how to communicate with stakeholders to collectively remove waste and optimize the whole 'Value Stream'.
- Enhance organizational culture and motivate employees to support Operational Excellence.

## Course Outline

---

### • 01 DAY ONE

**Introduction to Operational Excellence (OPEX)**

- The OPEX Framework
- Strategic Approach
- Strategy Mapping
- The 10 Core Principles of OPEX
- Voice of the Customer
- Customer-Supplier Partnerships

### **Quality Management**

- Project Pipeline Development and Prioritization
- Value Stream Mapping
- Process Effectiveness
- Effectiveness (Overall Equipment Effectiveness)
- Zero Targets
- Reliability

### **• 02 DAY TWO**

#### **Process Excellence**

- Risk Management
- Six Sigma Methodology – Define, Measure, Analyze, Improve & Control (DMAIC)
- Lean Management
- 8D Problem Solving Methodologies
- Tools & Techniques for Problem Solving

### **• 03 DAY THREE**

#### **Performance Management:**

- Organizational Culture Analysis.
- Root Cause Analysis.
- Problem Statements.
- Process Management.

- Key Performance Indicators (KPIs).
- Balanced Scorecard (BSC).
- Management Reviews.
- Development of Performance Measures.
- Managing Change.

## Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 5, 2025	May 7, 2025	3 days	3250.00 \$	UAE - Dubai
Sept. 8, 2025	Sept. 10, 2025	3 days	3250.00 \$	UAE - Dubai
Dec. 8, 2025	Dec. 10, 2025	3 days	3950.00 \$	Spain - Barcelona