Training Course on Achieving Operational Excellence Through People

Professional Development Training Course Outline

Category	Human Resource Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

This intensive training course is designed to empower organizations to achieve **operational excellence** by focusing on their most valuable asset: their **people**. In today's dynamic business environment, sustainable success hinges on engaging and equipping employees at all levels to drive continuous improvement, streamline processes, and foster a culture of high performance. This program provides a comprehensive framework for understanding the principles of operational excellence and implementing practical strategies that leverage human capital to optimize efficiency, enhance quality, and ultimately achieve a significant competitive advantage. By focusing on **employee empowerment**, **lean principles**, and **continuous improvement methodologies**, this course offers a transformative journey towards a more agile, responsive, and ultimately excellent organization.

The curriculum emphasizes the critical role of **leadership engagement** and a **people-centric approach** in achieving and sustaining operational excellence. Participants will learn how to cultivate a culture where every individual feels valued, understands their contribution, and is motivated to identify and implement improvements. Through practical tools and techniques, this course will enable organizations to break down silos, foster collaboration, and build high-performing teams that are aligned with strategic objectives. Key focus areas include **change management**, **stakeholder engagement**, and the development of a **continuous learning environment**, ensuring that operational excellence becomes an ingrained part of the organizational DNA, driven by the collective efforts and talents of its people.

Programme Curriculum

Training Course on Achieving Operational Excellence Through People

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Course Duration

10 days

Course Objectives

Upon completion of this training course, participants will be able to:

1. **Define Operational Excellence:** Understand the core principles and frameworks of operational excellence and its significance in achieving organizational goals.
2. **Human-Centered Improvement:** Recognize the critical role of employee engagement and empowerment in driving sustainable operational improvements.
3. **Lean Principles Application:** Apply fundamental lean principles to identify and eliminate waste (Muda, Mura, Muri) within organizational processes.
4. **Continuous Improvement Methodologies:** Implement various continuous improvement methodologies such as Kaizen, PDCA, and DMAIC effectively.
5. **Process Optimization Techniques:** Utilize process mapping and analysis techniques to identify bottlenecks and areas for optimization.
6. **Performance Measurement (KPIs):** Develop and utilize Key Performance Indicators (KPIs) to monitor progress and measure the impact of operational excellence initiatives.
7. **Change Management Strategies:** Apply effective change management strategies to navigate organizational transitions and foster buy-in for new initiatives.
8. **Stakeholder Engagement:** Develop strategies for effective communication and engagement with all stakeholders in the pursuit of operational excellence.
9. **Team Collaboration:** Foster a culture of collaboration and teamwork to drive collective problem-solving and continuous improvement efforts.
10. **Problem-Solving Techniques:** Utilize structured problem-solving methodologies (e.g., 5 Whys, Fishbone diagrams) to identify root causes and implement effective solutions.
11. **Building a Culture of Excellence:** Understand the key elements required to cultivate a sustainable culture of operational excellence within the organization.

12. **Leadership for Operational Excellence:** Recognize the crucial role of leadership in championing and sustaining operational excellence initiatives.
13. **Training and Development for Excellence:** Design and implement training programs that equip employees with the skills and knowledge needed to support operational excellence.

Organizational Benefits

- **Increased Efficiency:** Streamlined processes and reduced waste lead to higher productivity and output with the same or fewer resources.
- **Improved Quality:** Enhanced focus on process control and error reduction results in higher quality products and services.
- **Reduced Costs:** Elimination of waste, rework, and inefficiencies directly translates to significant cost savings.
- **Enhanced Customer Satisfaction:** Improved quality and efficient delivery lead to greater customer satisfaction and loyalty.
- **Increased Employee Engagement:** Empowered and valued employees are more motivated, productive, and committed to organizational goals.
- **Stronger Innovation:** A culture of continuous improvement fosters innovation and the generation of new ideas from all levels of the organization.
- **Improved Agility and Adaptability:** Organizations become more responsive to market changes and customer needs due to flexible and efficient processes.
- **Competitive Advantage:** Superior operational performance provides a significant competitive edge in the marketplace.
- **Better Risk Management:** Improved process control and employee awareness contribute to better identification and mitigation of risks.
- **Enhanced Profitability:** The combination of increased efficiency, reduced costs, and higher customer satisfaction drives improved profitability.

Target Audience

1. **Senior Leaders and Executives:** Responsible for setting the strategic direction and fostering a culture of excellence.
2. **Middle Managers:** Tasked with implementing operational excellence initiatives within their respective departments.
3. **Team Leaders and Supervisors:** Directly involved in guiding and empowering their teams to drive improvements.
4. **Process Improvement Professionals:** Specialists focused on analyzing and optimizing organizational processes.
5. **Human Resources Professionals:** Playing a key role in employee engagement, training, and organizational development.
6. **Quality Assurance Professionals:** Responsible for ensuring product and service quality through process improvements.
7. **Operations Managers:** Overseeing the day-to-day operations and seeking to enhance efficiency and effectiveness.
8. **Project Managers:** Leading initiatives aimed at improving operational performance and delivering better outcomes.

Course Outline

Module 1: Understanding Operational Excellence

- Defining Operational Excellence: Core principles and key concepts.
- The Business Case for Operational Excellence: Benefits and strategic importance.
- Evolution of Operational Excellence: Historical context and modern trends.
- Frameworks and Models for Operational Excellence: Overview of popular approaches.
- The Link Between People and Operational Excellence: Why a human-centric approach matters.

Module 2: The Power of People in Operational Excellence

- Employee Engagement and Motivation: Driving forces for continuous improvement.
- Empowerment and Ownership: Creating a sense of responsibility and contribution.
- Communication and Collaboration: Breaking down silos and fostering teamwork.
- Recognition and Rewards: Reinforcing desired behaviors and achievements.
- Building a High-Performance Culture: The role of people in achieving excellence.

Module 3: Fundamentals of Lean Thinking

- Introduction to Lean Principles: Value, Waste, Flow, Pull, Perfection.
- Identifying the Eight Wastes (Muda): Practical examples and recognition.
- Value Stream Mapping (VSM): Visualizing and analyzing process flow.
- Just-in-Time (JIT) and Pull Systems: Optimizing inventory and flow.
- The Importance of Standardization: Creating consistent and repeatable processes.

Module 4: Continuous Improvement Methodologies

- The PDCA Cycle (Plan-Do-Check-Act): A foundational framework for improvement.
- Kaizen: The philosophy of continuous, incremental improvement.
- Kaizen Events: Implementing rapid improvement workshops.
- Six Sigma: Data-driven approach to reducing variation and defects.
- DMAIC Methodology (Define-Measure-Analyze-Improve-Control): A structured problem-solving process.

Module 5: Process Mapping and Analysis

- Introduction to Process Mapping: Different types of process maps and their uses.
- Identifying Bottlenecks and Inefficiencies: Techniques for process analysis.
- Analyzing Process Flow and Cycle Times: Understanding process performance.
- Root Cause Analysis (RCA): Techniques for identifying the underlying causes of problems.
- Developing Future State Process Maps: Designing optimized and efficient processes.

Module 6: Measuring Performance with Key Performance Indicators (KPIs)

- Understanding the Importance of Performance Measurement.
- Identifying Relevant KPIs for Operational Excellence.
- Developing Effective and Measurable KPIs.
- Using Data to Track Progress and Identify Trends.
- Visualizing Performance Data for Communication and Decision-Making.

Module 7: Leading and Managing Change for Operational Excellence

- Understanding the Dynamics of Organizational Change.
- Identifying and Addressing Resistance to Change.
- Effective Communication Strategies for Change Initiatives.
- Engaging Stakeholders in the Change Process.

- Sustaining Change and Embedding New Practices.

Module 8: Fostering Collaboration and Teamwork

- Building Effective Cross-Functional Teams.
- Strategies for Enhancing Team Communication and Collaboration.
- Problem-Solving and Decision-Making in Teams.
- Managing Team Dynamics and Conflicts.
- Creating a Culture of Shared Responsibility and Accountability.

Module 9: Structured Problem-Solving Techniques

- Defining the Problem Clearly and Effectively.
- Gathering and Analyzing Data to Understand the Problem.
- Brainstorming and Evaluating Potential Solutions.
- Selecting and Implementing the Best Solution.
- Verifying and Sustaining the Solution.

Module 10: Building a Sustainable Culture of Operational Excellence

- The Role of Leadership in Driving Cultural Change.
- Aligning Organizational Values and Behaviors with Excellence.
- Embedding Continuous Improvement into Daily Work.
- Creating a Learning Organization: Fostering knowledge sharing and development.
- Recognizing and Celebrating Successes to Reinforce the Culture.

Module 11: Leadership for Operational Excellence

- The Qualities of Leaders Who Champion Operational Excellence.
- Setting the Vision and Communicating the Importance of Excellence.
- Empowering and Supporting Teams to Drive Improvement.
- Removing Barriers and Providing Resources for Success.
- Leading by Example and Role-Modeling Desired Behaviors.

Module 12: Training and Developing People for Excellence

- Identifying Skill Gaps and Training Needs Related to Operational Excellence.
- Designing and Delivering Effective Training Programs.
- Utilizing Various Training Methodologies to Engage Learners.
- Measuring the Effectiveness of Training Initiatives.
- Creating a Continuous Learning Environment to Support Ongoing Development.

Module 13: Implementing and Sustaining Operational Excellence Initiatives

- Developing a Strategic Plan for Implementing Operational Excellence.
- Prioritizing Initiatives and Allocating Resources Effectively.
- Managing Projects and Tracking Progress.
- Monitoring and Evaluating the Impact of Initiatives.
- Strategies for Sustaining Improvements and Preventing Regression.

Module 14: Technology and Innovation in Operational Excellence

- Leveraging Technology to Enhance Efficiency and Automation.

- The Role of Data Analytics in Driving Insights and Improvements.
- Fostering a Culture of Innovation and Experimentation.
- Adopting New Technologies and Methodologies for Operational Advancement.
- Ethical Considerations in the Use of Technology for Operational Excellence.

Module 15: The Future of Operational Excellence

- Emerging Trends and Challenges in Operational Excellence.
- The Impact of Globalization and Digitalization.
- Sustainability and Social Responsibility in Operational Excellence.
- Adapting Operational Excellence Strategies for the Future Workforce.
- Continuous Evolution and the Journey Towards Excellence.

Training Methodology

This training course will utilize a blended learning approach incorporating:

- **Interactive Lectures:** Engaging presentations with real-world examples and case studies.
- **Group Discussions:** Facilitated discussions to encourage peer learning and knowledge sharing.
- **Practical Exercises and Activities:** Hands-on exercises to apply learned concepts and tools.
- **Case Study Analysis:** In-depth examination of successful and challenging operational excellence implementations.
- **Role-Playing:** Simulating real-world scenarios to practice communication and problem-solving skills.
- **Group Projects:** Collaborative projects to develop and present operational excellence improvement plans.
- **Visual Aids and Multimedia:** Utilizing diagrams, videos, and other resources to enhance understanding.
- **Action Planning:** Participants will develop personal and organizational action plans for applying the learning.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

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