Training Course on Operational Excellence for Leaders

Professional Development Training Course Outline

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

Course Introduction

In today's dynamic and competitive business landscape, achieving **operational excellence** is no longer a luxury but a necessity for sustained growth and profitability. **Training Course on Operational Excellence for Leaders** is meticulously designed to equip leaders with the essential knowledge, strategic frameworks, and practical tools to cultivate a culture of continuous improvement and drive significant organizational impact. By focusing on key principles of **lean management**, **six sigma methodologies**, and effective **process optimization**, participants will gain a profound understanding of how to streamline workflows, eliminate waste, enhance efficiency, and ultimately deliver greater value to stakeholders. This program empowers leaders to champion a mindset of excellence across their teams, fostering a proactive and data-driven approach to problem-solving and performance enhancement, leading to tangible and measurable improvements in key organizational metrics.

This comprehensive course delves into the core concepts of **operational excellence**, providing leaders with actionable strategies to implement and sustain high-performance operations. Participants will explore proven methodologies for **value stream mapping**, **root cause analysis**, and **performance management**, enabling them to identify critical areas for improvement and implement targeted solutions. Through engaging case studies and interactive exercises, leaders will learn how to effectively engage their teams in the pursuit of excellence, fostering a collaborative environment that drives innovation and empowers employees to contribute to continuous improvement initiatives. By mastering the principles of **change management** and **stakeholder engagement**, leaders will be well-equipped to navigate organizational complexities and build a lasting culture of excellence that drives competitive advantage and long-term success.

Programme Curriculum

Training Course on Operational Excellence for Leaders

Introduction

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Course Duration

10 days

Course Objectives

This training course aims to equip leaders with the ability to:

1. Understand the core principles and frameworks of **operational excellence** and its strategic importance.
2. Implement **lean management** principles to identify and eliminate waste across organizational processes.
3. Leverage **six sigma methodologies** to reduce process variation and improve quality outcomes.
4. Conduct effective **value stream mapping** to visualize and analyze organizational workflows.
5. Employ systematic techniques for **root cause analysis** to address underlying issues.
6. Establish and utilize key **performance indicators (KPIs)** for effective performance monitoring.
7. Foster a culture of **continuous improvement** and innovation within their teams.
8. Effectively manage **change management** processes to implement operational improvements.
9. Strategically engage **stakeholders** to gain buy-in and support for operational excellence initiatives.
10. Improve **resource optimization** to enhance efficiency and reduce operational costs.
11. Focus on delivering superior **customer value** through optimized processes and quality improvements.
12. Utilize **data analytics** to inform decision-making and track the impact of improvement efforts.

13. Champion the development of an **organizational culture** that prioritizes excellence and continuous learning.

Organizational Benefits

- Increased efficiency and productivity
- Reduced operational costs and waste
- Improved product and service quality
- Enhanced customer satisfaction and loyalty
- Faster cycle times and responsiveness
- Better resource utilization
- Improved employee engagement and morale
- Stronger competitive advantage
- Enhanced profitability and sustainability
- More effective risk management
- Greater agility and adaptability
- Data-driven decision making
- A culture of continuous improvement

Target Participants

1. Senior Leaders and Executives
2. Department Heads and Managers
3. Team Leaders and Supervisors
4. Process Improvement Managers
5. Operations Managers
6. Quality Assurance Managers
7. Project Managers
8. Anyone responsible for driving performance and efficiency within their organization.

Course Outline

Module 1: Foundations of Operational Excellence

- Understanding the definition and principles of operational excellence.
- Exploring the historical evolution and key drivers of operational excellence.
- Identifying the critical dimensions and frameworks of operational excellence.
- Analyzing the link between operational excellence and strategic organizational goals.
- **Case Study:** Examining the successful implementation of operational excellence at Toyota.

Module 2: Lean Thinking and Waste Elimination

- Introducing the core principles of lean management and its application in leadership.
- Identifying the eight types of waste (TIM WOODS) in organizational processes.
- Applying value stream mapping to visualize and analyze process flow.
- Implementing techniques for waste reduction and process streamlining.
- **Case Study:** Analyzing how a manufacturing company used lean principles to reduce lead times.

Module 3: Six Sigma for Process Improvement

- Understanding the DMAIC (Define, Measure, Analyze, Improve, Control) methodology.
- Utilizing statistical tools for data analysis and process variation reduction.

- Applying root cause analysis techniques (e.g., 5 Whys, Fishbone Diagram).
- Implementing control charts for monitoring and sustaining process improvements.
- **Case Study:** Reviewing a project where Six Sigma was used to improve customer service quality.

Module 4: Value Stream Mapping and Process Analysis

- Mastering the techniques for creating current and future state value stream maps.
- Identifying bottlenecks and inefficiencies within organizational processes.
- Analyzing process cycle times, lead times, and value-added activities.
- Developing action plans for process improvement based on VSM analysis.
- **Case Study:** Exploring how a healthcare organization used VSM to optimize patient flow.

Module 5: Root Cause Analysis and Problem Solving

- Implementing various root cause analysis tools and techniques.
- Distinguishing between symptoms and root causes of operational issues.
- Developing effective problem-solving methodologies and team collaboration.
- Creating sustainable solutions to prevent recurrence of problems.
- **Case Study:** Analyzing how a technology company used root cause analysis to resolve a critical system failure.

Module 6: Performance Management and Key Indicators

- Identifying and defining relevant Key Performance Indicators (KPIs).
- Establishing effective performance measurement and tracking systems.
- Utilizing data visualization techniques for performance monitoring and communication.
- Implementing performance review processes to drive continuous improvement.
- **Case Study:** Examining how a retail company used KPIs to improve sales and customer satisfaction.

Module 7: Leading and Managing Change for Operational Excellence

- Understanding the principles of change management and its importance in OE.
- Identifying and addressing resistance to change within organizations.
- Developing effective communication and stakeholder engagement strategies.
- Implementing frameworks for successful change initiatives.
- **Case Study:** Analyzing a successful organizational change initiative driven by leadership commitment.

Module 8: Engaging Teams in Continuous Improvement

- Fostering a culture of continuous improvement and employee empowerment.
- Implementing team-based problem-solving and improvement initiatives.
- Utilizing tools like Kaizen events and Gemba walks for engagement.
- Recognizing and rewarding employee contributions to operational excellence.
- **Case Study:** Reviewing how a service organization engaged employees in identifying and implementing process improvements.

Module 9: Data-Driven Decision Making for Operational Excellence

- Understanding the importance of data analytics in operational improvement.
- Utilizing basic statistical tools and techniques for data analysis.
- Interpreting data to identify trends, patterns, and areas for improvement.

- Making informed decisions based on data-driven insights.
- **Case Study:** Analyzing how a logistics company used data analytics to optimize delivery routes and reduce costs.

Module 10: Resource Optimization and Efficiency Improvement

- Identifying opportunities for optimizing resource utilization (e.g., time, materials, equipment).
- Implementing strategies for improving efficiency and reducing waste.
- Applying techniques for capacity planning and demand management.
- Leveraging technology to enhance resource optimization.
- **Case Study:** Examining how a manufacturing plant optimized its equipment utilization to increase output.

Module 11: Enhancing Customer Value through Operational Excellence

- Understanding the link between operational excellence and customer satisfaction.
- Mapping customer journeys and identifying key touchpoints for improvement.
- Implementing processes to enhance customer experience and value delivery.
- Utilizing customer feedback to drive operational improvements.
- **Case Study:** Analyzing how a hospitality company used operational excellence to improve guest satisfaction scores.

Module 12: Building a Sustainable Culture of Excellence

- Developing a long-term vision and strategy for operational excellence.
- Integrating operational excellence principles into organizational values and behaviors.
- Establishing mechanisms for continuous learning and knowledge sharing.
- Measuring and celebrating the ongoing success of operational excellence initiatives.
- **Case Study:** Reviewing how a leading organization sustained a culture of operational excellence over time.

Module 13: Operational Excellence in Service Industries

- Applying operational excellence principles in service-oriented organizations.
- Addressing the unique challenges and opportunities in service process improvement.
- Focusing on service quality, customer interaction, and process efficiency.
- Utilizing service-specific tools and techniques for operational excellence.
- **Case Study:** Analyzing how a financial services company implemented operational excellence to improve customer service and efficiency.

Module 14: Operational Excellence in Manufacturing Industries

- Applying operational excellence principles in manufacturing environments.
- Focusing on production efficiency, quality control, and supply chain optimization.
- Utilizing manufacturing-specific tools and techniques (e.g., TPM, Kanban).
- Addressing challenges related to automation and technological integration.
- **Case Study:** Examining how a manufacturing company used operational excellence to improve production yield and reduce defects.

Module 15: The Future of Operational Excellence and Innovation

- Exploring emerging trends and technologies in operational excellence.
- Understanding the role of innovation in driving continuous improvement.

- Developing strategies for fostering innovation within an operational excellence framework.
- Preparing for future challenges and opportunities in operational excellence.
- **Case Study:** Analyzing how a forward-thinking organization is leveraging technology and innovation to advance its operational excellence journey.

Training Methodology

This course will employ a blended learning approach, combining:

- **Interactive Lectures:** Engaging presentations covering theoretical concepts and industry best practices.
- **Practical Flight Simulations:** Hands-on experience with drone flight simulators to develop piloting skills.
- **Real-World Case Studies:** In-depth analysis of successful and challenging drone business ventures.
- **Group Discussions and Workshops:** Collaborative learning activities to foster critical thinking and problem-solving.
- **Expert Guest Speakers:** Insights from industry professionals and drone technology experts.
- **Optional Practical Flight Training:** Opportunity for hands-on flight training with experienced instructors (subject to location and regulations).

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

Ready to enroll or request a customized program? Book online or contact us:

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