



OPERATIONAL EXCELLENCE

UNLOCKING YOUR ORGANISATION'S POTENTIAL

An interactive two-day programme, which looks at key tools, techniques and principles to achieve operational excellence in your organisation.

2019
07-08 AUG
BACOLOD

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WHAT IS OPERATIONAL EXCELLENCE?

It ensures your people; processes and technology are working at optimal performance to meet your strategic objectives. At its heart, any business is about its people, its processes and how these are managed. By focusing on how people work, what they do and why they do it, we can refine the execution of your operating model to improve efficiency and productivity.

IS IT RIGHT FOR ME?

This course is aimed at mid-level managers. It will help managers to build strategies for achieving operational excellence in their teams.

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What will I learn?

By the end of the two days, you will be able to

- Gain an understanding of what is operational excellence and its importance in the delivery of services across the public and private sectors.
- Acquire new knowledge and skills for optimising service delivery using lean tools and techniques to deliver operational excellence.
- Be able to identify what transformational leadership behaviours are and their importance in driving operational excellence.
- Learn how to foster an organisational culture that drives employee engagement and builds high performing teams to achieve operational excellence



How will I benefit from attending this programme?

Organisational benefits

- Staff adopting holistic thinking and approaches to problem solving
- Staff adopting behaviours aligned to the organisations strategic goals
- Staff learning now to develop a culture of continuous improvement
- Improved customer satisfaction through high performing teams and operational excellence

Individual benefits

- Immediately applicable tools and techniques for problem solving
- Structured and holistic approaches to service improvement
- Development of critical thinking skills
- More effective engagement with colleagues when solving problems in teams

Programme Modules

- Operational Excellence and its importance for Service Delivery in the public and private sector.
- Process Excellence: Developing a Lean Culture.
- Transformational Leadership for Operational Excellence.
- Organisational Culture for Operational Excellence.

