BLACKBIRD FOR TRAINING

# Driving Results Through Operational Excellence

5 – 9 July 2027
Cape Town (South Africa)



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**Ref:** 3254701_318325 **Date:** 5 – 9 July 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

## Introduction

This course is designed to equip professionals with the knowledge and skills to enhance organizational performance through operational excellence. Participants will learn how to optimize processes, reduce waste, and improve resource utilization to drive productivity and quality. The course will provide the tools and strategies necessary to achieve sustainable results by aligning operations with organizational goals. By fostering a culture of continuous improvement, participants will learn how to transform everyday processes into key drivers of success. Whether you're aiming to enhance operational excellence foundations or refine your operational excellence strategy, this course will help you take your leadership to the next level.

## Course Objectives

- Understand the core principles of operational excellence and how to implement them in practice.
- Learn how to streamline processes and reduce waste to increase efficiency.
- Develop strategies to simplify workflows and improve process flow.
- Enhance your ability to measure performance using key performance indicators KPIs.
- Learn how to manage quality to ensure consistent, high-quality results.
- Understand the importance of continuous improvement and how to embed it into a team's culture.
- Learn how to monitor performance and take corrective actions to improve operations.
- Build a culture of operational excellence within teams and organizations.
- Achieve sustainable operational excellence over the long term.

## Course Outlines

### Day 1: Introduction to Operational Excellence and Its Impact

- Understand the core principles of operational excellence and how they drive business results.
- Explore the relationship between efficiency, productivity, and quality.
- Learn how to align operations with strategic goals for maximum impact.
- Identify the key benefits of operational excellence in achieving sustainable success.
- Develop a mindset for continuous improvement throughout the organization.



## Day 2: Streamlining Processes and Enhancing Efficiency

- Learn how to assess and map current processes to identify inefficiencies.
- Understand how to eliminate waste using Lean principles.
- Explore tools such as Value Stream Mapping to improve workflow.
- Develop techniques for simplifying processes and eliminating bottlenecks.
- Learn how to optimize resources for better productivity.
- Apply best practices to improve cycle time and lead time.

## Day 3: Quality Management for Operational Excellence

- Understand the principles of Total Quality Management TQM.
- Learn the role of quality management systems in improving operations.
- Study techniques like Six Sigma to reduce defects and variability.
- Learn how to implement continuous improvement cycles PDCA - Plan, Do, Check, Act.
- Discover the importance of maintaining consistent standards in quality.
- Understand how quality affects customer satisfaction and business results.

## Day 4: Measuring and Monitoring Operational Performance

- Learn how to set and track key performance indicators KPIs.
- Understand how to use data analytics to drive decision-making and improvements.
- Study how to create actionable insights from operational data.
- Explore the importance of performance reviews and regular assessments.
- Develop strategies to monitor and adjust operations for optimal results.
- Learn how to evaluate performance gaps and take corrective actions.

## Day 5: Sustaining Operational Excellence and Empowering Teams

- Learn how to create a culture of operational excellence within your organization.
- Discover techniques for fostering accountability and ownership among team members.
- Explore methods to empower teams to drive continuous improvement.
- Learn how to sustain momentum in operational excellence efforts over time.
- Develop a long-term strategy to maintain and enhance operational excellence.
- Create a personal action plan to implement the principles of operational excellence in your role.



## Why Attend This Course: Wins & Losses!

- Learn how to streamline operations and increase efficiency.
- Discover how to reduce waste and maximize resource utilization.
- Understand how to align operational goals with overall business objectives.
- Gain tools to measure and track performance using key metrics like KPIs.
- Learn strategies for continuous improvement and long-term success.
- Master quality management techniques to ensure consistent, high-quality results.
- Develop the skills to create a culture of operational excellence within your team.
- Learn how to drive results by empowering teams to take ownership of improvements.
- Minimize operational risks and improve decision-making processes.
- Build a sustainable plan to maintain operational excellence over time.

## Conclusion

The "Driving Results Through Operational Excellence" course will provide participants with the knowledge and tools to optimize operations, enhance efficiency, reduce waste, and achieve exceptional results. By learning the principles of operational excellence, measuring performance, and improving quality within teams, participants will be equipped to drive sustainable success in their organizations. This course is perfect for those looking to advance their operational excellence strategy and build a foundation for continuous improvement in their operations.

**Enroll now to enhance your skills and achieve outstanding results through operational excellence.**

