

# Certified Courses



# Improving Operational Performance and Productivity

## INTRODUCTION

- This Improving Operational Performance training course recognises that with the arrival of new technology, increased competition, and rising expectations from customers, the need for operational performance improvement has never been greater. The drive to deliver faster, cheaper and the right-first-time is a challenge facing every organisation in the public and private sectors.
- How do you engage and develop people to become more productive? How do you identify and quantify operational process improvements? How do you delight customers through high-quality service? How do you increase revenue and grow profitability? How do you get people on board and willing to change for the better? And how do you execute a plan of action and measure the benefits? If you need the tools and skills to address these questions in a practical way to deliver sustainable performance improvement, then this is the training course for you.
- Focusing on dialogue and hands-on activities, this course translates internationally recognized methodologies into sustainable solutions to the challenges organizations face in the twenty-first century.

### This training course will highlight:

- Applying world-class improvement tools and methods
- Hands-on experience of identifying operational process improvement opportunities
- Engaging, equipping and motivating people to improve their productivity
- Turning opportunities in tangible, measurable improvement
- Stakeholder engagement
- Understanding what you need to do to embed beneficial change within your organization

## OBJECTIVES

By the end of this training course, the participants will be able to:

- Locate and quantify operational performance improvements
- Identify and eliminate waste and reduce cycle times
- Identify and address the root causes of current problems
- Re-engineer your processes
- Deliver what you internal and external customers want better, fast and cheaper
- Drive and coordinate a programme of change
- Get your people on board so that change sticks and benefits last

## TRAINING METHODOLOGY

- This training course is based on the application of world-class operational improvement tools. It includes individual and team exercises, case studies, videos and discussions, along with formal inputs. Real case study examples are used to illustrate how the techniques work in practice and participants then have the opportunity to try them out on their own operational processes. Active participation and sharing of knowledge and experience will help participants gain the confidence to challenge the status quo and bring about lasting change.

## ORGANISATIONAL IMPACT

- Engage their team in improving operational performance
- Eliminate waste, reduce cost, and improve quality
- Reorganize and rejuvenate the areas for which they are responsible
- Improve measurement systems to encourage continuous improvement and innovation
- Reduce response times and consistency dramatically
- Re-engineer work processes to deliver significant benefit to all stakeholders
- Bring people with them to create lasting change

## PERSONAL IMPACT

This training course will personally benefit the participants to gain or enhance their understanding and knowledge by the following:

- Lead their team on an ongoing journey of performance improvement
- Facilitate problem-solving and process improvement teams
- Apply world-class performance improvement tools
- Identify the root causes and solutions to operational problems
- Align measure with corporate goals
- Create optimized work processes
- Deliver significant operational benefits

## WHO SHOULD ATTEND?

This training course is designed for organization leaders who are committed to improvement. These agents of change include:

- Engineers
- Team Leaders
- Middle Managers
- Department Heads
- General Managers
- Project Managers

## Course Outline

### Performance Improvement Drivers and Enablers

- What drives and what enables performance improvement?
- Your Organisation's Performance Improvement Goals
- World-class Improvement Tools
- Discovering Improvement Opportunities through Observation and Effective Questioning
- Quantifying Performance Improvement Opportunities
- Reducing Cycle Times and Increasing Throughput

### Collecting, Analyzing and Presenting Performance Data

- Optimizing Prime Movers
- Removing Bottlenecks
- Collecting Data on Current and Potential Performance
- Aligning Objectives, Measures and Targets to Organizational Strategy
- Analyzing Performance Data and Presenting it in a Compelling Way
- The 5S Performance Improvement Approach

### Delivering Improvement Programmes

- Spaghetti Diagrams
- Pareto Analysis and the 80:20 Rules
- Root Cause Analysis
- Facilitating Problem Solving Sessions
- Creating Improvement Plans and Steering Improvement Programmes
- Identifying and Eliminating Delays
- Capturing Savings
- Introduction to Process Mapping

## Process Re-engineering

- The Principles of Process Mapping and Process Re-engineering
- End-to-End Process Improvement
- Improving Organization Structure
- Apply Process Mapping and Re-engineering to One of Your Processes
- Outsourcing Decisions - Guidelines to Ensure Success
- The 7 Wastes

## Implementing Change

- The Change Questionnaire
  - Why people avoid or oppose change?
  - Practical Strategies for Leading People through Change
  - Opening the Door to Change - Addressing the 5 Forces of Change
  - How to deliver the change required to improve performance in your organization?
  - Review
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