

## OPERATIONAL EXCELLENCE & CONTINUOUS IMPROVEMENT

““Driving Sustainable Performance through Lean Thinking and Process Optimization””

### Schedule

Date	Venue	Fees (Face-to-Face)
17 - 19 Feb 2026	Manama, Bahrain	USD 2,495 per delegate
03 - 05 Mar 2026	Riyadh, KSA	USD 2,495 per delegate
25 - 27 Aug 2026	Riyadh, KSA	USD 2,495 per delegate

► Available delivery methods: Face-to-Face & Online Training

### Introduction

Operational Excellence is not a one-time initiative—it’s a cultural commitment to continuously improve the way organizations operate. By applying structured methodologies like Lean, Six Sigma, and Kaizen, businesses can eliminate waste, streamline processes, improve quality, and boost customer satisfaction.

This intensive three-day course equips professionals with the mindset, tools, and strategies needed to implement continuous improvement initiatives and drive long-term excellence. From identifying inefficiencies to executing impactful change, participants will gain hands-on experience in process mapping, root cause analysis, and performance measurement.

### Objectives

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

- Define operational excellence and its relationship to business strategy
- Apply continuous improvement frameworks (Lean, PDCA, Kaizen) to real-world challenges
- Map processes and identify non-value-adding activities
- Use root cause analysis tools to resolve persistent issues
- Develop a practical action plan for improvement within their own organization

## Why Attend

- Understand how leading organizations achieve excellence across operations
- Equip yourself with practical tools for solving business and process problems
- Learn how to lead and sustain a culture of continuous improvement
- Improve quality, productivity, and customer satisfaction
- Enhance your professional profile with applied knowledge in Lean and CI

## Target Audience

This program is designed for:

- Operations and production managers
- Continuous improvement and quality specialists
- Engineers, supervisors, and team leaders
- HR, performance, and organizational development professionals
- Anyone tasked with improving processes or reducing inefficiencies

## Individual Benefits

Key competencies that will be developed include:

- Lean thinking and value stream mapping
- Root cause and waste analysis
- Improvement project planning and execution
- Cross-functional collaboration and problem-solving
- Performance monitoring using KPIs and dashboards

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Reduced process inefficiencies and operational waste
- Increased productivity and process agility
- Stronger alignment between business goals and operational performance
- Standardization of improvement initiatives across departments
- Embedded culture of excellence and continuous learning

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Core concepts of operational excellence and CI frameworks
- Case Studies - Success stories and failures from real-world applications
- Workshops - Process mapping, root cause analysis, and improvement planning
- Peer Exchange - Discussion of site-specific challenges and lessons learned
- Tools - Templates for SIPOC, 5 Whys, Pareto charts, and action plans

## Course Outline

### Detailed 3-Day Course Outline

**Training Hours:** 07:30 AM – 3:30 PM **Daily Format:** 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

#### Day 1: Foundations of Operational Excellence

- Module 1: Defining Operational Excellence (07:30 – 09:30) • What is Operational Excellence and why it matters • Overview of Lean, Six Sigma, Kaizen, and TQM
- Module 2: Identifying Value and Waste (09:45 – 11:15) • Customer value definition • The 8 wastes (Muda) and how to spot them
- Module 3: Value Stream Mapping (11:30 – 01:00) • Mapping current state vs future state • Identifying process bottlenecks
- Module 4: Workshop – Map a Sample Process (02:00 – 03:30) • Draw a current-state map for a selected process

#### Day 2: Root Cause Analysis and Process Improvement

- Module 1: Root Cause Tools and Techniques (07:30 – 09:30) • 5 Whys, Fishbone diagrams, Pareto analysis • Selecting the right tool for the problem
- Module 2: Standardization and Error-Proofing (09:45 – 11:15) • Creating work standards and visual controls • Implementing poka-yoke (mistake-proofing)
- Module 3: Problem-Solving and A3 Thinking (11:30 – 01:00) • The A3 problem-solving format • Structured continuous improvement cycles
- Module 4: Workshop – RCA Case Study (02:00 – 03:30) • Analyze a sample problem and present recommendations

#### Day 3: Sustaining Improvements and Culture Change

- Module 1: KPIs and Performance Measurement (07:30 – 09:30) • Setting SMART metrics for continuous improvement • Dashboards and visual management
- Module 2: Change Management and Employee Engagement (09:45 – 11:15) • Driving change through leadership and communication • Empowering teams and recognizing contributions
- Module 3: Building a Culture of Excellence (11:30 – 01:00) • Habits, rituals, and reinforcement strategies • Continuous improvement as a leadership mindset
- Module 4: Certification and Wrap-Up (02:00 – 03:30) • Action planning and course reflection • Certificate distribution

## Certification

Participants will receive a Certificate of Completion in Operational Excellence & Continuous Improvement, validating their skills in identifying inefficiencies, resolving problems, and building a culture of sustainable operational improvement.

## Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

### In-House / Customized Training

Interested in running this course for your team?

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