

OPERATIONAL EXCELLENCE & CONTINUOUS IMPROVEMENT TRAINING

“Building a Culture of Excellence through Process Optimization, Lean Thinking, and Employee Engagement”

Schedule

| Date | Venue | Fees (Face-to-Face) |
|------------------|-----------------|-----------------------|
| 04 - 06 Mar 2025 | Manama, Bahrain | USD 2495 per delegate |
| 27 - 29 Aug 2025 | Dubai, UAE | USD 2495 per delegate |

Introduction

Achieving operational excellence requires more than tools—it demands a culture that continuously seeks improvement, eliminates waste, and empowers employees to deliver value. In today’s fast-paced and competitive environment, organizations must go beyond short-term efficiency and embed excellence into their processes and people.

This 3-day training equips professionals with the skills and mindset to drive continuous improvement using proven frameworks such as Lean, Kaizen, and Six Sigma. Participants will learn to identify inefficiencies, lead cross-functional improvements, and sustain high-performance operations through structured change.

Objectives

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

- Understand the principles of operational excellence and continuous improvement
- Apply Lean and Kaizen tools to reduce waste and streamline processes
- Build performance-driven systems that promote accountability and agility
- Engage employees in improvement efforts to build a culture of excellence
- Design and implement continuous improvement projects in any department

Why Attend

- Learn how world-class organizations embed excellence into daily operations
- Develop a systematic approach to identifying and solving performance gaps
- Gain hands-on tools to lead small and large-scale improvement initiatives
- Strengthen collaboration, ownership, and process visibility
- Support innovation and change across business units

Target Audience

This program is designed for:

- Operational leaders and department heads
- Continuous improvement and Lean champions
- Quality, HR, and performance management professionals
- Business analysts, project managers, and team leaders
- Anyone responsible for improving processes and performance

Individual Benefits

Key competencies that will be developed include:

- Lean thinking and waste elimination
- Process mapping and performance analysis
- Cross-functional collaboration and team facilitation
- Change management and employee engagement
- Implementation of sustainable improvement plans

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved productivity and service delivery
- Reduced process inefficiencies and operating costs
- Stronger performance culture and leadership engagement
- Enhanced ability to sustain results from improvement initiatives
- Increased capacity for innovation and adaptive change

Instructional Methodology

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

- Strategy Briefings - Lean principles, Kaizen culture, and excellence models
- Case Studies - Real-life examples of improvement success and failure
- Workshops - Process mapping, waste identification, and root cause analysis
- Peer Exchange - Lessons learned from diverse sectors and departments
- Tools - Templates for improvement plans, A3 reports, and value stream maps

Course Outline

Training Hours: 07:30 AM - 03:30 PM Daily Format: 3-4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Break: 01:00 - 02:00

Day 1: Foundations of Operational Excellence

- Module 1: Principles of Operational Excellence (07:30 - 09:30) • What is operational excellence? • Cultural pillars and performance mindset
- Module 2: Identifying Waste and Process Gaps (09:45 - 11:15) • The 8 types of waste (TIMWOODS) • Techniques to spot inefficiency
- Module 3: Workshop - Mapping a Current-State Process (11:30 - 01:00) • Use process mapping to uncover hidden inefficiencies

Day 2: Tools for Continuous Improvement

- Module 4: Lean and Kaizen Techniques (07:30 - 09:30) • Standard work, 5S, visual management • Rapid improvement events
- Module 5: Root Cause Analysis and Prioritization (09:45 - 11:15) • Fishbone diagrams, 5 Whys, and Pareto analysis • Selecting impactful problems to solve
- Module 6: Workshop - Designing a Kaizen Event (11:30 - 01:00) • Plan and scope a real-world improvement initiative

Day 3: Leading and Sustaining Improvement

- Module 7: Engaging Teams and Driving Change (07:30 - 09:30) • Overcoming resistance and gaining buy-in • Team-based improvement and recognition
- Module 8: Measurement and Continuous Learning (09:45 - 11:15) • Setting improvement KPIs and dashboards • Learning loops and feedback culture
- Module 9: Workshop - Building a CI Implementation Plan (11:30 - 01:00) • Draft an improvement plan with milestones and ownership

Certification

Participants will receive a Certificate of Completion in Operational Excellence & Continuous Improvement, validating their ability to lead process improvement initiatives and contribute to a high-performance, excellence-driven organization.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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Interested in running this course for your team?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

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