MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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OPERATIONAL EXCELLENCE STRATEGIES FOR CONTINUOUS IMPROVEMENT

"Embedding a Culture of Efficiency, Innovation, and Lean Thinking Across the Organization"

Schedule

Date	Venue	Fees (Face-to-Face)
07 – 11 Dec 2026	Dubai – UAE	USD 3495 per delegate

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

Introduction

Operational Excellence (OpEx) is more than a methodology—it's a cultural shift focused on empowering organizations to continuously improve processes, reduce waste, and deliver consistent value to customers. By integrating Lean principles, systems thinking, and performance measurement, organizations can drive long-term competitiveness and agility.

This intensive 5-day training provides professionals with the knowledge, tools, and frameworks to implement and sustain operational excellence strategies. Through hands-on exercises, group discussions, and real-world case studies, participants will learn how to lead continuous improvement initiatives, build high-performance teams, and transform operational workflows.

Objectives

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

- Develop and implement an Operational Excellence framework
- Apply Lean principles to identify and eliminate non-value-adding activities
- Drive cultural change through leadership, engagement, and performance metrics
- Analyze operational gaps and implement sustainable improvement strategies
- Build a roadmap for continuous improvement and innovation

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Why Attend

- Master the core principles of Operational Excellence and Lean
- Develop actionable strategies to improve quality, efficiency, and agility
- Enhance your ability to lead change and embed continuous improvement culture
- Gain practical tools to transform organizational performance
- Learn from real-world case studies and interactive workshops

Target Audience

This program is designed for:

- Operations and performance improvement leaders
- Process engineers and Lean Six Sigma practitioners
- Continuous improvement managers and project teams
- Department heads and functional managers
- Professionals involved in business transformation and operational leadership

Individual Benefits

Key competencies that will be developed include:

- Operational Excellence leadership and strategy formulation
- Value stream analysis and Lean implementation
- Performance measurement and visual management
- Cross-functional team facilitation and coaching
- Change management and employee engagement

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved process efficiency and cost savings
- Stronger alignment between operations and strategic goals
- Culture of problem solving, innovation, and continuous learning
- More empowered and accountable teams
- Enhanced organizational agility and responsiveness

Instructional Methodology

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

- Strategy Briefings – Operational Excellence frameworks, Lean principles, and cultural enablers
- Case Studies – Industry examples of successful OpEx initiatives
- Workshops – Mapping processes, analyzing gaps, and designing solutions
- Peer Exchange – Group discussions and sharing best practices
- Tools – Improvement templates, performance dashboards, and OpEx scorecards

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Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 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) • Principles, models, and the role of leadership
- Module 2: Culture, Behavior, and Performance Alignment (09:45 – 11:15) • Driving accountability and continuous learning
- Module 3: Workshop – Operational Gap Assessment (11:30 – 01:00) • Diagnose current state and improvement areas
- Module 4: Peer Exchange – Cultural Barriers to OpEx (02:00 – 03:30) • Discussion on enablers and resistances

Day 2: Lean Thinking and Waste Elimination

- Module 5: Lean Principles and Waste Identification (07:30 – 09:30) • The 8 wastes, value-added vs non-value-added
- Module 6: Value Stream Mapping and Flow Improvement (09:45 – 11:15) • Mapping current/future state processes
- Module 7: Workshop – Create a Value Stream Map (11:30 – 01:00) • Analyze process inefficiencies
- Module 8: Case Study – Lean Transformation Journey (02:00 – 03:30) • Industry example of operational redesign

Day 3: Tools for Continuous Improvement

- Module 9: Root Cause Analysis and Problem Solving (07:30 – 09:30) • 5 Whys, Fishbone, and PDCA
- Module 10: Kaizen, Visual Management, and 5S (09:45 – 11:15) • Structured improvement and daily management
- Module 11: Workshop – Problem Solving Application (11:30 – 01:00) • Resolve a process issue using structured tools
- Module 12: Peer Exchange – Daily Management Systems (02:00 – 03:30) • Sharing visual control and KPI systems

Day 4: Performance Measurement and Engagement

- Module 13: KPIs and Metrics for Operational Excellence (07:30 – 09:30) • Selecting, visualizing, and cascading metrics
- Module 14: Engaging Employees in Improvement (09:45 – 11:15) • Motivation, recognition, and involvement
- Module 15: Workshop – Build a Balanced OpEx Scorecard (11:30 – 01:00) • Cover process, people, and performance areas
- Module 16: Case Study – Workforce-Driven Improvements (02:00 – 03:30) • Impact of engagement on productivity

Day 5: Sustaining and Scaling Excellence

- Module 17: Governance and OpEx Program Management (07:30 – 09:30) • Roles, review cycles, and communication
- Module 18: Scaling and Integrating Continuous Improvement (09:45 – 11:15) • Enterprise-wide application and replication
- Module 19: Final Project – OpEx Strategy Presentation (11:30 – 01:00) • Develop a strategy for your organization
- Module 20: Wrap-Up, Feedback, and Certification (02:00 – 03:30) • Course review and certificate awarding

Certification

Participants will receive a Certificate of Completion in Operational Excellence Strategies for Continuous Improvement, validating their ability to lead and implement improvement programs that drive long-term value, efficiency, and cultural transformation.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **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.

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