

PEOPLE, OPERATIONAL & PROCESS EXCELLENCE (POPEX)

"Drive High-Performance Cultures by Aligning People, Process & Purpose"

Schedule

Date	Venue	Fees (Face-to-Face)
10 - 14 Aug 2026	Dubai - UAE	USD 3495 per delegate

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

Introduction

Achieving sustainable success in today's dynamic business landscape requires more than efficient systems—it requires operational excellence built on empowered people and optimized processes. The POPEX (People, Operational & Process Excellence) framework unites leadership, Lean principles, and change management into one powerful approach.

This 5-day masterclass is designed to equip professionals with practical tools and leadership strategies to foster continuous improvement, employee engagement, and agile execution. Participants will learn how to drive transformation by aligning organizational goals with high-performance behaviors, streamlined operations, and a culture of excellence.

Objectives

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

- Implement operational excellence using Lean, Six Sigma & Kaizen principles
- Align people strategy with process optimization for sustainable results
- Enhance leadership capability for managing change and performance
- Map and improve key value streams and eliminate non-value activities
- Create a culture of accountability, engagement, and innovation

Why Attend

- Learn to build high-impact, cross-functional teams
- Identify waste and bottlenecks using process excellence techniques
- Boost employee motivation and ownership through leadership best practices
- Improve execution and service delivery across departments
- Build a practical excellence model that fits your organization's culture

Target Audience

This course is ideal for:

- Department Heads and Operational Managers
- Continuous Improvement Professionals
- HR and Organizational Development Leaders
- Project Managers and Team Leaders
- Change Agents and Transformation Consultants
- Anyone responsible for driving performance and culture

Individual Benefits

Participants will gain:

- Practical tools to lead change and process improvement
- Improved leadership and communication skills
- Hands-on experience with Lean tools like SIPOC, 5S, VSM
- Frameworks for building performance-based cultures
- Certification to enhance career mobility and leadership credibility

Organizational Benefits

Your organization will benefit from:

- Enhanced operational efficiency and workforce productivity
- Reduced costs through waste elimination and streamlined processes
- Better employee engagement and retention
- Greater adaptability to market changes
- Improved service delivery and customer satisfaction

Instructional Methodology

This course blends theory, strategy, and hands-on learning:

- Strategy Briefings – Operational excellence models and leadership frameworks
- Case Studies – Organizational transformations and cultural change initiatives
- Workshops – Team alignment, process mapping, and root cause analysis
- Peer Exchange – Interactive dialogue on performance challenges and wins
- Tools – Lean templates, assessment checklists, people-process KPIs

MAWA EVENTS

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

Phone: +601116373203 | **Email:** info@mawaevents.net



Course Outline

Detailed 5-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 & Process Excellence

- Module 1: Introduction to POPEX Framework (07:30 – 09:30)
 - What is Operational Excellence & why it matters
 - Role of leadership and people in process success
- Module 2: Key Concepts – Lean, Six Sigma & Kaizen (09:45 – 11:15)
 - Principles of waste elimination and continuous improvement
- Module 3: Leadership Mindsets for Excellence (11:30 – 01:00)
 - Influence, vision, trust and execution
- Module 4: Workshop – Assessing Operational Maturity (02:00 – 03:30)

Day 2: Process Optimization & Value Stream Mapping

- Module 1: Mapping & Analyzing Business Processes (07:30 – 09:30)
 - SIPOC, value streams, and identifying waste
- Module 2: Root Cause Tools & Problem Solving (09:45 – 11:15)
 - Fishbone, 5 Whys, Pareto
- Module 3: Improving Process Flow & Eliminating Bottlenecks (11:30 – 01:00)
 - Standardization, flow, and pull systems
- Module 4: Workshop – Current vs. Future State Mapping (02:00 – 03:30)

Day 3: People Excellence & Performance Culture

- Module 1: Engaging Employees for Excellence (07:30 – 09:30)
 - Ownership, motivation, recognition
- Module 2: Building High-Performance Teams (09:45 – 11:15)
 - Role clarity, collaboration, accountability
- Module 3: KPIs and Goal Setting for People & Process (11:30 – 01:00)
 - Aligning personal success with organizational goals
- Module 4: Workshop – Designing a Team Engagement Plan (02:00 – 03:30)

Day 4: Change Leadership & Execution Discipline

- Module 1: Leading Organizational Change (07:30 – 09:30)
 - Change models (Kotter, ADKAR), overcoming resistance
- Module 2: Building Execution Discipline (09:45 – 11:15)
 - Daily management systems, performance reviews
- Module 3: Communicating Vision & Managing Stakeholders (11:30 – 01:00)
 - Influence and alignment at all levels
- Module 4: Workshop – Creating a Change Execution Roadmap (02:00 – 03:30)

Day 5: Excellence Strategy & Course Wrap-Up

- Module 1: Building a Sustainable Excellence Culture (07:30 – 09:30)
 - Daily habits, leader standard work, rewards
- Module 2: Integrating POPEX into Business Strategy (09:45 – 11:15)
 - Continuous improvement loops and governance
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Module 3: Team Presentations & Action Plans (11:30 – 01:00)

- POPEX strategy presentations
- Module 4: Course Review & Certification Session (02:00 – 03:30)

Certification

Participants will receive a Certificate of Completion in People, Operational & Process Excellence (POPEX), validating their leadership and operational improvement capability using proven excellence frameworks.

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.

<p>In-House / Customized Training</p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p>	<p>TEL:</p> <p>+601116373203</p>	<p>EMAIL:</p> <p>info@mawaevents.net</p>
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