Audit & Governance · AG352

Operational Excellence in Government-Linked Organisations

Kuala Lumpur · 7 - 11 Dec 2026

Date	Venue	Duration
7 - 11 Dec 2026	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**AG352**	**English**

Introduction

Government-linked organisations operate in a complex environment where efficiency must go hand in hand with compliance, accountability, and public value creation. This programme provides supervisors and managers with the tools, frameworks, and practical techniques to design and implement operational excellence initiatives while ensuring alignment with government regulations and policies. Participants will learn how to streamline processes, develop effective SOPs, ensure compliance, and foster a culture of continuous improvement.

Course Objectives of Operational Excellence in Government-Linked Organisations

Upon completing this programme, participants will be able to:

- Understand the principles of operational excellence within a government-linked context.
- Map, analyse, and improve processes while ensuring regulatory compliance.
- Develop clear and practical Standard Operating Procedures (SOPs).
- Balance efficiency with accountability and transparency.
- Enhance decision-making, resource allocation, and performance management in line with government frameworks.
- Foster a culture of continuous improvement and innovation in service delivery.

Course Methodology of Operational Excellence in Government-Linked Organisations

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Operational Excellence in Government-Linked Organisations

This training programme will have a positive impact on organisations by:

- Increased efficiency in operations while maintaining government compliance.
- Standardised processes leading to consistent service delivery.
- Better resource utilisation and cost-effectiveness.
- Improved stakeholder satisfaction (citizens, regulators, suppliers).
- Stronger governance and risk management.

Personal Impact of Operational Excellence in Government-Linked Organisations

Participants will experience personal growth and development, including:

- Enhanced ability to manage and lead operational teams in regulated environments.
- Stronger problem-solving and process improvement skills.
- Increased confidence in preparing reports and communicating with government stakeholders.
- Practical experience in SOP development and compliance management.
- Recognition as a change driver within the organisation.

Who Should Attend

This training programme is ideal for:

- Operations Supervisors and Managers in government-linked organisations.
- Team leaders in regulatory, compliance, or administrative functions.
- Professionals involved in process design, procurement, or public service delivery.
- Anyone seeking to improve operational outcomes in a regulated environment.

Course Outlines

Day 1

Foundations of Operational Excellence in Government Context

- Introduction to operational excellence and public sector challenges
- Balancing efficiency with accountability and transparency
- Key government regulations and compliance requirements
- Operational success stories in government-linked organisations

Output: Participants identify their organisation’s key operational challenges.

Day 2

Process Mapping and Analysis

- Principles of process mapping in regulated environments
- Tools and techniques: flowcharts, SIPOC, RACI
- Identifying bottlenecks and inefficiencies
- Aligning processes with government regulations and KPIs

Output: Draft process maps of participants' own workflows.

Day 3

SOP Development and Compliance

- SOP structure: objectives, scope, roles, procedures, controls
- Linking SOPs to compliance and governance frameworks
- Writing clear, practical, and auditable SOPs
- Drafting an SOP for a selected operational process

Output: A draft SOP ready for review and improvement.

Day 4

Performance Measurement and Continuous Improvement

- Setting operational KPIs in government-linked environments
- Monitoring performance with dashboards and reports
- Root cause analysis and problem-solving (5 Whys, Fishbone, Pareto)
- Continuous improvement models: Lean, Kaizen in public service delivery

Output: Draft performance dashboard for participant's department.

Day 5

Leadership, Change Management, and Stakeholder Engagement

- Leading teams in regulated environments
- Change management in government-linked organisations
- Engaging stakeholders: government agencies, citizens, suppliers
- Final integration exercise: Building an operational excellence action plan

Register or ask about this course online

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