Special Courses · SC354

Operational Excellence & Process Management

Kuala Lumpur · 28 Dec 2026 - 1 Jan 2027

Date	Venue	Duration
28 Dec 2026 - 1 Jan 2027	**Kuala Lumpur**	**1 Week**
Fee	Ref	Language
£5,000 GBP	**SC354**	**English**

Introduction

Operational excellence is essential for organisations aiming to deliver consistent, high-quality results while minimising waste and inefficiencies. This programme equips participants with practical tools and techniques for analysing, improving, and managing processes. Participants will learn how to map workflows, identify bottlenecks, implement improvements, and sustain operational excellence through structured process management.

Course Objectives of Operational Excellence & Process Management

Upon completing this programme, participants will be able to:

- Understand principles of operational excellence and process management.
- Map and analyse workflows to identify inefficiencies and bottlenecks.
- Apply Lean, Six Sigma, and continuous improvement tools in daily operations.
- Develop and implement Standard Operating Procedures (SOPs).
- Monitor performance using KPIs and operational metrics.
- Foster a culture of continuous improvement within their teams.

Course Methodology of Operational Excellence & Process Management

- 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 & Process

Management

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

- Streamlined processes and reduced operational inefficiencies.
- Improved service quality and customer satisfaction.
- Enhanced employee accountability and performance.
- Stronger alignment between operations and strategic goals.
- Sustainable culture of continuous improvement.

Personal Impact of Operational Excellence & Process Management

Participants will experience personal growth and development, including:

- Strengthened analytical and problem-solving skills.
- Ability to lead process improvement initiatives.
- Enhanced knowledge of operational excellence frameworks.
- Improved leadership and team management capabilities.
- Increased confidence in driving measurable results.

Who Should Attend

This training programme is ideal for:

- Operations Supervisors and Managers
- Team Leaders and Process Owners
- Quality Assurance and Compliance Professionals
- Professionals responsible for process optimisation and operational efficiency

Course Outlines

Day 1

Introduction to Operational Excellence

- Principles and benefits of operational excellence
- Key concepts: efficiency, effectiveness, and continuous improvement
- Understanding process management and its role in organisational success
- Case study: High-performing operations in industry

Day 2

Process Mapping and Analysis

- Workflow analysis and process mapping tools (flowcharts, SIPOC, RACI)
- Identifying bottlenecks, redundancies, and risks
- Mapping current state vs. future state processes
- Map a sample operational process in groups

Day 3

Lean and Continuous Improvement Tools

- Introduction to Lean, Kaizen, and 5S methodology

- Applying continuous improvement principles in operations
- Problem-solving techniques: 5 Whys, Fishbone, Pareto analysis
- Workshop: Identify and prioritise improvement opportunities

Day 4

Standard Operating Procedures (SOPs) and Documentation

- Importance of SOPs in operational excellence
- Key elements of an SOP: purpose, scope, roles, procedures, and controls
- Drafting clear and practical SOPs
- Linking SOPs to compliance, quality, and performance monitoring

Day 5

Performance Monitoring, Sustainability, and Action Planning

- Establishing KPIs and dashboards for operational performance
- Monitoring progress and evaluating process improvement initiatives
- Sustaining operational excellence and embedding continuous improvement culture
- Develop a 90-day action plan for operational excellence initiatives

Register or ask about this course online

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