

5-day Interactive Training Course

Operational Excellence (OpEx)

Driving Sustainable Process Improvement and Customer Value

02 Mar - 06 Mar 2026	Istanbul	US\$ 5,950
18 May - 22 May 2026	Doha	US\$ 5,950
25 May - 29 May 2026	London	US\$ 5,950
15 Jun - 19 Jun 2026	Dubai	US\$ 5,950
27 Jul - 31 Jul 2026	Istanbul	US\$ 5,950

05 Oct - 09 Oct 2026	London	US\$ 5,950
07 Dec - 11 Dec 2026	Dubai	US\$ 5,950
14 Dec - 18 Dec 2026	Lisbon	US\$ 5,950
21 Dec - 25 Dec 2026	London	US\$ 5,950



Operational Excellence (OpEx)

Driving Sustainable Process Improvement and Customer Value



About the Course

This 5-day comprehensive Operational Excellence (OpEx) training course gives delegates a deep understanding of lean organisation principles, methodologies, and implementation strategies based on international best practices. Delegates will gain the knowledge and skills necessary to drive sustainable process improvements, enhance customer value, and achieve operational excellence within their organisations.

It begins by defining OpEx and exploring its foundations in Lean, Six Sigma, and continuous improvement philosophies. Delegates will learn about the critical role of leadership in fostering an organisational culture of continuous improvement and overcoming resistance to change. Lean principles and tools such as Value Stream Mapping, Waste Elimination, 5S, Kaizen Events, and Visual Management will be covered in-depth. It will also provide a comprehensive overview of the Six Sigma Define, Measure, Analyse, Improve, Control (DMAIC) methodology, tools, and techniques for data-driven problem-solving and process optimisation.

Effective change management strategies, communication approaches, and methods for building a culture of continuous improvement will be examined. Delegates will learn how to empower employees, implement recognition and reward systems, and facilitate cross-functional collaboration for successful OpEx initiatives, culminating with a focus on OpEx implementation and sustainment, including developing roadmaps, measurement systems, governance structures, and strategies for integrating OpEx with organisational strategy. The training program will use case studies and real-world examples to reinforce learning and illustrate best practices. Equipping them with a comprehensive understanding of OpEx and the practical skills to drive sustainable process improvements, enhance customer satisfaction, and achieve operational excellence within their organisations.

Core Objectives

The delegates will achieve the following objectives:

- Define Operational Excellence (OpEx) and its key principles, methodologies, and frameworks
- Understand the critical role of leadership in fostering a culture of continuous improvement and change management
- Develop proficiency in applying Lean principles and tools such as value stream mapping, waste elimination, 5S, Kaizen events, and visual management
- Understand the Six Sigma Define, Measure, Analyse, Improve, Control (DMAIC) methodology and utilise associated tools and techniques for data-driven problem-solving and process optimisation
- Develop effective strategies for overcoming resistance to change, communicating OpEx initiatives, and engaging employees in continuous improvement efforts
- Learn how to design and implement recognition and reward systems that align with OpEx goals and promote desired behaviours
- Gain the ability to develop an OpEx roadmap, performance measurement system, and governance structure for successful implementation and sustainment
- Explore methods for integrating OpEx principles with organisational strategy, objectives, and business processes to drive operational excellence and enhance customer value

Training Approach

The ideal approach for this training course combines interactive lectures, hands-on exercises, group discussions, and case studies with a blended learning approach to ensure that delegates gain a solid theoretical foundation and have opportunities to apply the concepts and tools in practical scenarios.

Interactive lectures will deliver engaging lectures, utilising multimedia presentations and real-world examples to introduce key OpEx concepts, methodologies, and best practices. With hands-on Exercises, the delegates will work through realistic exercises, allowing them to practice applying Lean tools (e.g., value stream mapping, 5S), Six Sigma techniques (e.g., root cause analysis, hypothesis testing), and change management strategies.

Furthermore, group discussions will facilitate delegates to share their experiences, challenges, and insights, fostering a collaborative learning environment and enabling them to learn from each other's perspectives. Additionally, we will use some comprehensive case studies from various industries that will be analysed, allowing the delegates to examine real-world OpEx implementations, understand the challenges faced, and explore effective strategies for overcoming obstacles. By the end of the training program, delegates will have developed a practical toolkit and a solid understanding of how to drive operational excellence within their organisations.

The Attendees

These professionals often oversee critical business processes, manage cross-functional teams, and are tasked with optimising operations, enhancing efficiency, and delivering superior customer value. They recognise the importance of adopting a structured approach to continuous improvement and the need to develop their skills in methodologies such as Lean and Six Sigma.

Likewise, it will be valuable to the professionals but not limited to the following:

- Operations Managers
- Process Improvement Managers
- Quality Managers
- Continuous Improvement Leaders
- Department Heads
- Regional Managers
- Business Unit Managers
- Executives and Senior Leaders

DAILY DISCUSSION

DAY ONE

INTRODUCTION TO OPERATIONAL EXCELLENCE (OpEx)

- Definition and Overview of Operational Excellence (OpEx)
- Principles and Pillars of Operational Excellence (OpEx)
- The Role of Leadership in Driving Operational Excellence (OpEx)
- Organisational Culture and Mindset Shift for Operational Excellence (OpEx)
- Benefits and Impact of Operational Excellence (OpEx)
- Operational Excellence (OpEx) Frameworks and Methodologies
- Successful OpEx implementations

DAY TWO

LEAN PRINCIPLES AND TOOLS

- Introduction to Lean Thinking and Philosophy
- Value Stream Mapping (VSM)
- Waste Elimination – The 8 Types of Waste
- 5S Workplace Organisation
- Kaizen (Continuous Improvement) Events
- Visual Management and Performance Boards
- Lean Tools and Techniques

DAY THREE

SIX SIGMA METHODOLOGY

- Six Sigma Overview
- Define, Measure, Analyse, Improve, and Control (DMAIC) Methodology
- Six Sigma Tools and Techniques
- Design for Six Sigma (DFSS)
- Six Sigma Project Management
- Six Sigma and Organisational Performance
- Challenges in the Implementation of Six Sigma

DAY FOUR

CHANGE MANAGEMENT AND EMPLOYEE ENGAGEMENT

- Overcoming Resistance to Change
- Communication Strategies for Operational Excellence (OpEx) Initiatives
- Building a Culture of Continuous Improvement
- Employee Empowerment and Involvement
- Recognition and Reward Systems
- Leading and Managing Change
- Organisational Development and Transformation

DAY FIVE

OPERATIONAL EXCELLENCE (OPEX) IMPLEMENTATION AND SUSTAINMENT

- Developing an Operational Excellence (OpEx) Roadmap and Deployment Plan
- Performance Measurement and Tracking
- Governance and Prioritisation of Operational Excellence (OpEx) Projects
- Integrating Operational Excellence (OpEx) with Strategy and Business Objectives
- Sustaining Operational Excellence (OpEx) through Leadership Commitment and Accountability
- Continuous Improvement and Knowledge Management
- Operational Excellence (OpEx) Maturity Models and Assessments



THE CERTIFICATE

XCalibre Training Centre Certificate of Completion will be provided to delegates who attended and completed the training course.