



International Training
Center Paris

TRAINING SCHEDULE

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OPERATIONAL PERFORMANCE AND EXCELLENCE IN DELIVERY STRATEGY & PRACTICE

Overview:

This training program aims to provide participants with a comprehensive understanding of operational performance and excellence in delivery strategies and practices. The program covers various methodologies and tools used to enhance business operations and deliver excellent results. Participants will learn how to identify operational gaps, optimize processes, reduce waste, and improve customer satisfaction. They will also gain insights into the latest trends and practices in operational performance and excellence, enabling them to implement effective strategies and drive change in their organizations.

Objectives:

- Understand the principles and concepts of operational performance and excellence in delivery
- Learn how to identify and prioritize areas for improvement in business operations
- Gain knowledge of various methodologies and tools used to optimize processes and reduce waste
- Develop skills to lead and manage change initiatives to enhance operational performance and excellence in delivery
- Learn how to measure and analyze key performance indicators (KPIs) to track progress and identify areas for further improvement
- Understand how to create a culture of continuous improvement and excellence in delivery

By the end of this 5-day training program, participants will have a deep understanding of operational performance and excellence in delivery strategy and practice. They will have learned how to identify key performance indicators, analyze data, and create improvement

plans to optimize their operational performance. Participants will also have learned how to implement a culture of continuous improvement in their organization and how to effectively manage change to achieve operational excellence. With this knowledge and skill set, participants will be able to make a significant impact on the success of their organization.

Targeted Groups:

- Operations directors
- Service delivery managers
- Supply chain managers

Planning:

Day 1: Introduction to Operational Performance and Excellence

- Understanding the importance of operational performance and excellence in delivery
- Overview of different methodologies and tools used for process optimization
- Key performance indicators (KPIs) and their role in measuring operational performance

Day 2: Business Process Improvement (BPI) Methodology

- Understanding BPI methodology and its benefits
- Identifying operational gaps and prioritizing improvement opportunities
- Mapping and analyzing processes to identify inefficiencies and waste

Day 3: Lean Six Sigma Principles and Tools

- Understanding the principles and concepts of Lean Six Sigma
- Key tools and techniques used to reduce waste and improve process efficiency
- Case studies and examples of successful Lean Six Sigma implementations

Day 4: Change Management Strategies for Operational Performance

- Understanding the role of change management in enhancing operational performance

- Developing effective change management strategies to drive adoption and change
- Case studies and examples of successful change management implementations

Day 5: Measuring and Improving Operational Performance and Excellence

- Measuring and analyzing KPIs to track progress and identify areas for improvement
- Developing a culture of continuous improvement and excellence in delivery
- Best practices and emerging trends in operational performance and excellence