

Operational Excellence (OpEx) stresses the application of key principles, the alignment of management systems, and the application of process improvement tools.

Operational Excellence has a focus on a long-term change in organizational culture.

Participants will learn why BPM and Lean Six Sigma are better together and can create significant improvement in business performance. This is accomplished by an enhanced approach to selecting improvement projects based upon performance gaps and a balanced emphasis on delivering customer value and generating business results.

WHO SHOULD ATTEND:

- Operational Excellence Professionals
- Business Analysts
- Business Process Analysts
- Business Process Managers
- Project Managers
- Business Architects
- Process Improvement Team Leaders
- Line of Business Managers and Supervisors

The focus of Operational Excellence (OpEx) goes beyond the traditional event-based model of improvement toward a long-term change in organizational culture. OpEx stresses the application of key principles, the alignment of management systems, and the application of process improvement tools towards the long term improvement of organizational performance.

Operational Excellence can be instrumental in creating a Customer focused – Process Enabled Enterprise. This requires a business process framework, established enterprise architecture, creating "real-time" business intelligence, and a link between continuous improvement projects, organizational strategy, key business processes.

We will present an Operational Excellence framework with 7 key elements that can create strategic alignment. This includes aspects of strategy, culture, metrics, methods and project management. Participants will learn to appreciate how to apply Business Process Management as the discipline that links improvement and process design efforts directly to the management system and to organizational strategy. When well executed, this allows organizations to continuously focus on customers' needs as well as the business' need for efficiency and profitability.

RECOMMENDED PREREQUISITES:

- **BPM 101**

COURSE OUTLINE:

- Operational Excellence Principles
 - History of OpEx
 - Characteristics of OpEx Organizations
 - OpEx Defined
- 7 Key Elements of OpEx
 - Overview the 7 elements
 - Benefits of OpEx
- Detailed review of the 7 elements
 - Strategy
 - McKinsey's 7 S
 - Strategy Maps
 - Balanced Scorecards
 - Culture
 - Leadership
 - Change Management
 - Motivation
 - Team building
 - Processes – the linkage to BPM
 - Identifying strategic processes
 - Execution of business strategy through processes
 - Metrics– the linkage to BPM
 - Developing Metrics
 - Methodology – linkage to BPM, Lean and Six Sigma
 - Link to BPM and Measurement
 - Overview Lean, Six Sigma and Lean Six Sigma
 - Project Management
 - Basics of Project Management
 - Tools – Linkage to continuous improvement tools
 - Overview of the continuous improvement tools

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