

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Operational Excellence and Continuous Improvement

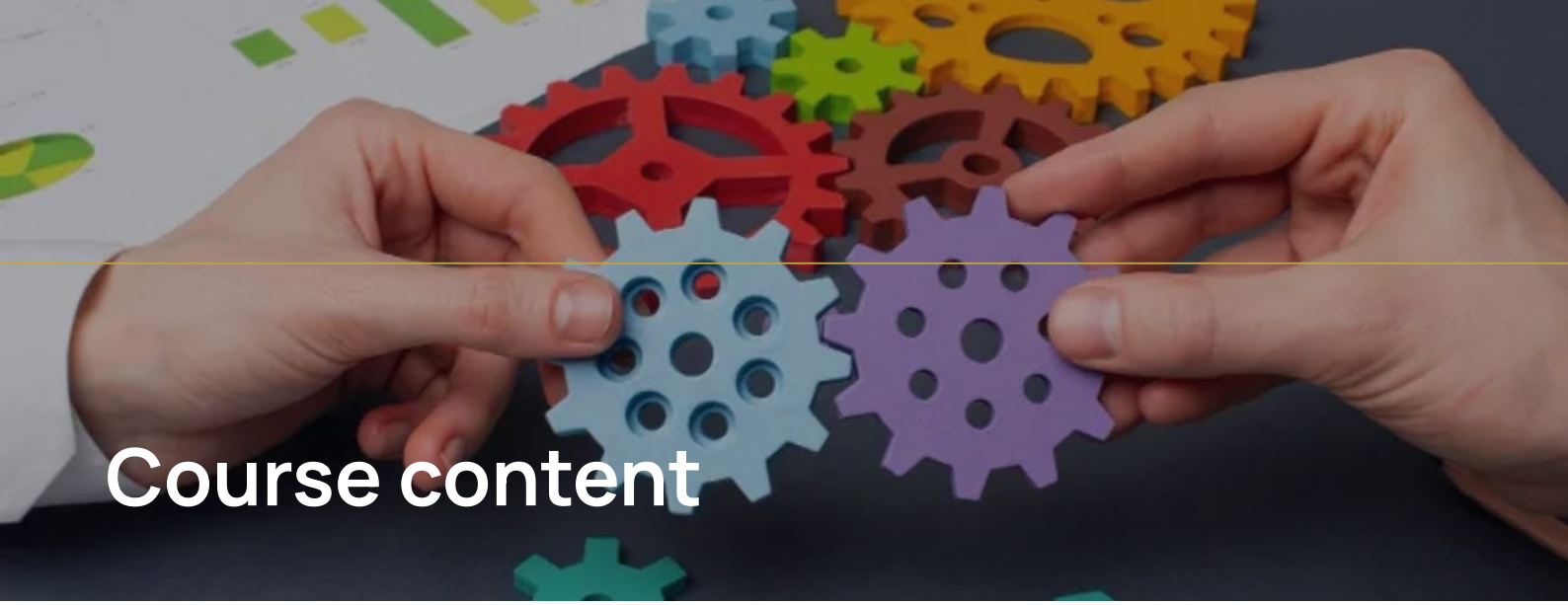
5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

This course on Operational Excellence and Continuous Improvement equips professionals with the tools and methodologies to enhance organisational performance. Participants will learn to identify inefficiencies, implement process improvements, and foster a culture of continuous enhancement across their teams and operations.

The ability to lead continuous improvement efforts is essential for professionals in various roles, including operations, quality assurance, and project management. Participants will practice practical capabilities through real-world scenarios, enabling them to develop actionable strategies that can be implemented in their organisations. By mastering these techniques, they will be equipped to foster a culture of continuous improvement, ensuring that their teams are motivated and aligned with organisational goals. This course empowers participants to make data-driven decisions, measure the impact of their initiatives, and communicate effectively with stakeholders, ultimately contributing to a more efficient and effective workplace.

Professional Problems This Course Is Designed to Solve

- Recurring operational delays and inconsistent process performance.
- Improvement initiatives without clear priorities or ownership.
- Difficulty sustaining improvements after initial implementation.

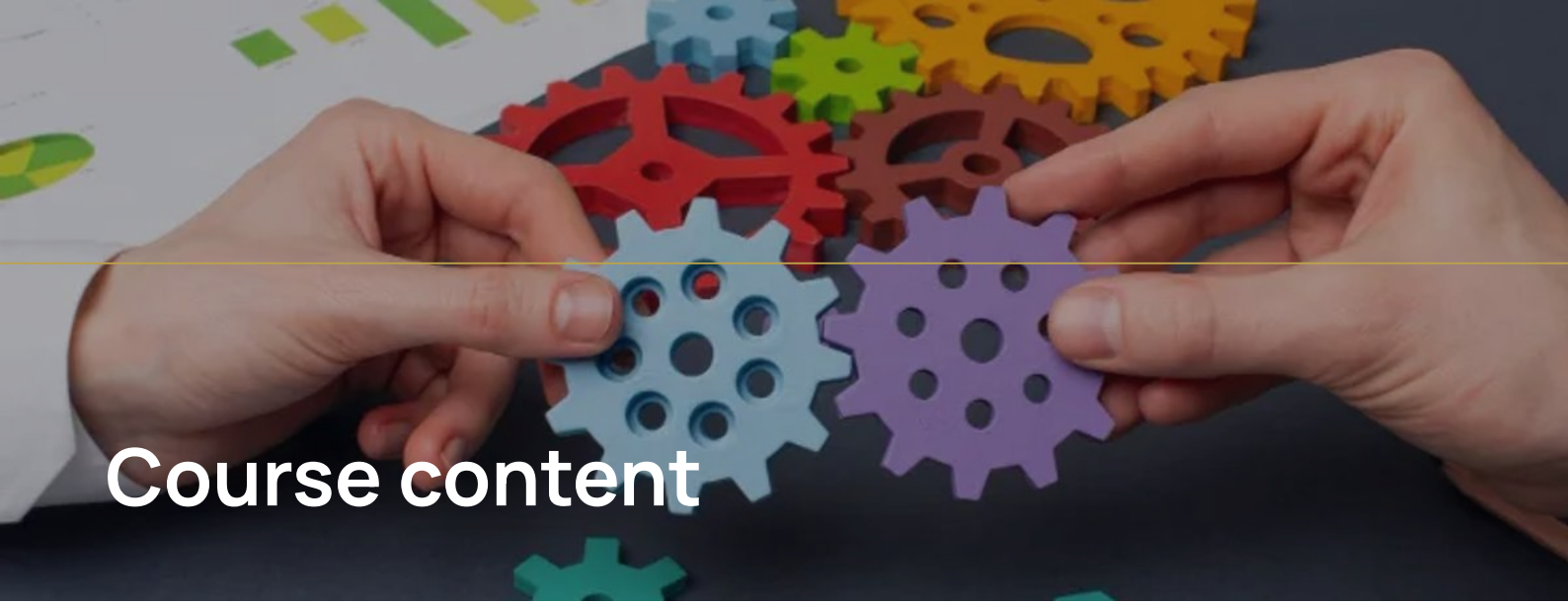
Course methodology

The course employs a blend of interactive workshops, case studies, and simulations to facilitate hands-on learning. Participants will engage in group exercises to analyse processes, identify waste, and develop improvement plans. Each session culminates in practical outputs, such as process maps and improvement proposals, which serve as evidence of their learning and can be applied directly in their workplaces. Additionally, the use of role-playing scenarios allows participants to experience real-life challenges and practice their decision-making skills in a supportive environment, ensuring they leave with tangible skills and knowledge to implement operational excellence strategies effectively. This approach encourages collaboration and peer learning, enhancing the overall learning experience.

Course objectives

By the end of this course, participants will be able to:

- Analyse current operational processes to identify inefficiencies and areas for improvement.
- Apply Lean principles to streamline workflows and reduce waste in specific scenarios.
- Design a Six Sigma project plan to address quality issues within a process.
- Evaluate the impact of continuous improvement initiatives on team performance and engagement.
- Construct a value stream map to visualise and enhance process flows.
- Justify the selection of specific tools and techniques for operational excellence in diverse contexts.



Course content

Target audience

This course is suitable for:
• Operations Managers: Responsible for overseeing daily operations and seeking efficiency improvements.
• Quality Assurance Professionals: Focused on maintaining high standards and implementing quality control measures.
• Project Managers: Tasked with leading improvement projects and ensuring successful outcomes.
• Team Leaders: Engaged in driving team performance and fostering a culture of continuous improvement.

Target competencies

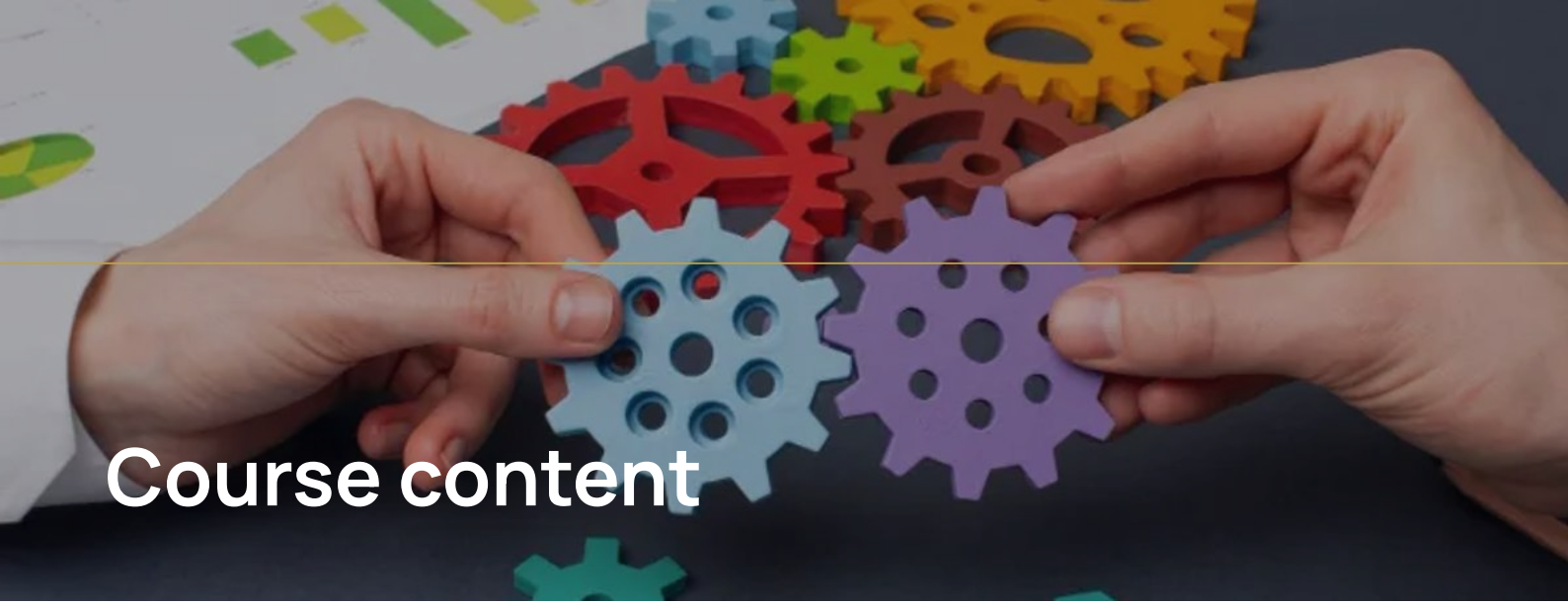
Participants will develop competencies in:
• Identify and eliminate waste in operational processes.
• Facilitate team engagement in continuous improvement initiatives.
• Utilise Lean and Six Sigma methodologies effectively.
• Develop actionable improvement plans based on data analysis.
• Communicate process changes and improvements to stakeholders.
• Measure and evaluate the success of operational improvements.

Course outline

Day 1: Understanding Operational Excellence

Applied activity: Participants will analyse a fictional company's operational challenges, using provided data to identify key areas for improvement. They will work in groups to develop initial recommendations for process enhancements and efficiency gains, considering various operational aspects and stakeholder impacts.
Output: A report outlining identified inefficiencies and initial recommendations for improvement.

09:00–09:54	Define operational excellence and its significance in modern organisations.
09:54–10:48	Explore key principles of continuous improvement methodologies and their applications.
10:48–11:00	Identify common challenges in achieving operational excellence and strategies to overcome them.
11:00–11:30	**Coffee break**
11:30–12:12	Identify common challenges in achieving operational excellence and strategies to overcome them. (continued)
12:12–13:06	Discuss the role of leadership in fostering a culture of improvement and engagement.
13:06–14:00	Examine case studies of successful operational excellence implementations and their outcomes.



Course content

Day 2: Lean Principles and Waste Reduction

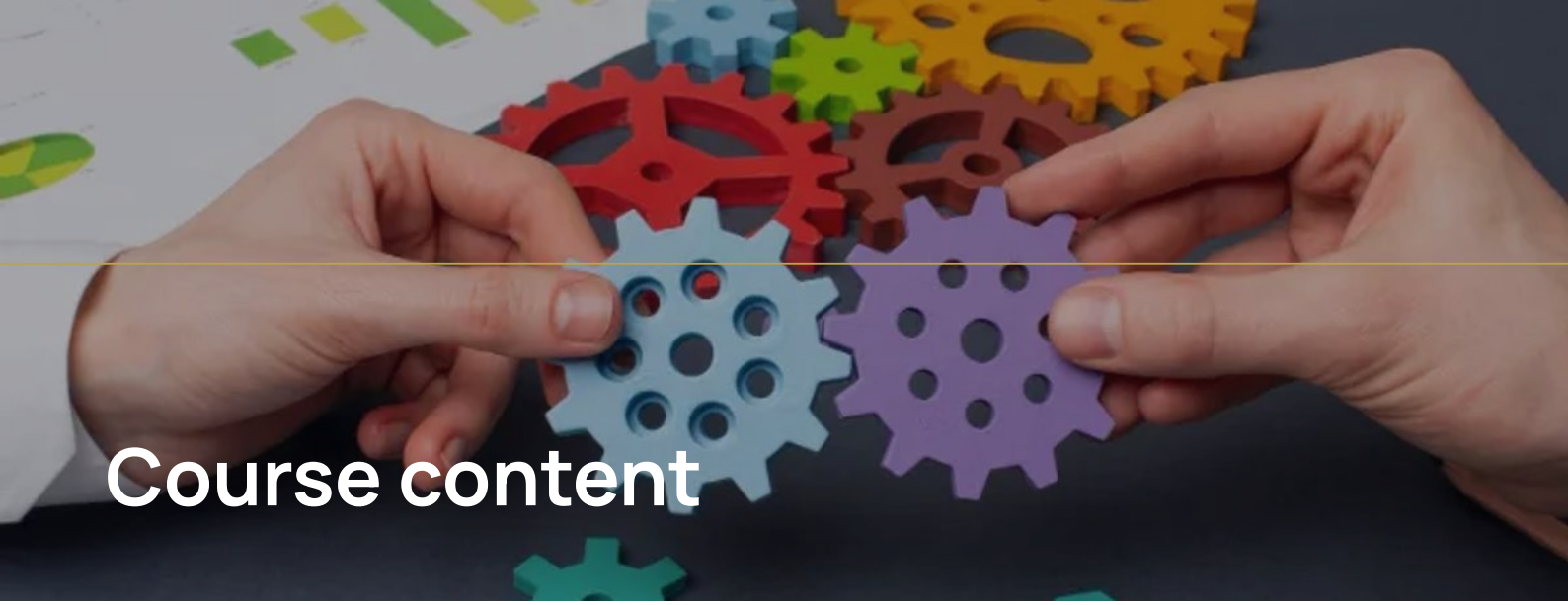
Applied activity: In groups, participants will create a value stream map for a fictional process, identifying waste and opportunities for improvement. They will discuss their findings and propose Lean interventions to enhance efficiency and reduce costs, presenting their ideas to the class for feedback.
Output: A completed value stream map highlighting inefficiencies and proposed Lean interventions.

09:00–09:54	Introduce Lean principles and their application in operational settings to enhance efficiency.
09:54–10:48	Identify the seven types of waste in processes and their impact on productivity.
10:48–11:00	Learn techniques for value stream mapping and process flow analysis to identify bottlenecks.
11:00–11:30	**Coffee break**
11:30–12:12	Learn techniques for value stream mapping and process flow analysis to identify bottlenecks. (continued)
12:12–13:06	Discuss tools for implementing Lean practices effectively, including 5S and Kaizen.
13:06–14:00	Explore real-world examples of Lean transformations and their measurable benefits.

Day 3: Six Sigma Methodology

Applied activity: Participants will develop a Six Sigma project plan for a fictional quality issue, applying the DMAIC framework to outline their approach. They will define metrics for success and expected outcomes for quality improvement, collaborating with peers to refine their plans.
Output: A detailed Six Sigma project plan addressing the identified quality issue.

09:00–09:54	Understand the Six Sigma framework and its importance in quality management and operational excellence.
09:54–10:48	Learn the DMAIC (Define, Measure, Analyse, Improve, Control) process and its application in projects.
10:48–11:00	Explore statistical tools used in Six Sigma projects, including control charts and process capability analysis.
11:00–11:30	**Coffee break**
11:30–12:12	Explore statistical tools used in Six Sigma projects, including control charts and process capability analysis. (continued)
12:12–13:06	Discuss the role of data in driving improvement decisions and measuring success.
13:06–14:00	Examine case studies of Six Sigma success stories and their impact on organisational performance.



Course content

Day 4: Engaging Teams in Continuous Improvement

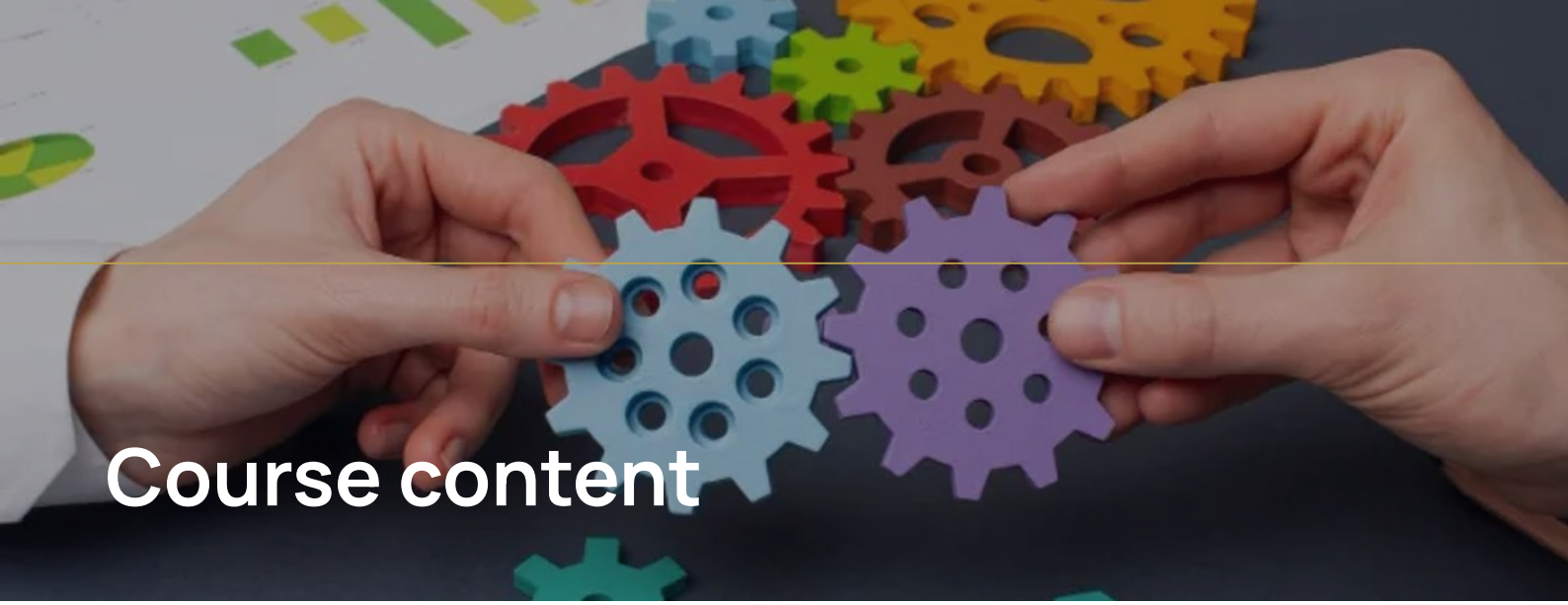
Applied activity: Participants will design a team engagement plan for a continuous improvement initiative, including communication strategies, KPIs, and methods for sustaining engagement. They will role-play potential scenarios to practice addressing resistance to change and ensuring team buy-in.
Output: A comprehensive team engagement plan ready for implementation.

09:00–09:54	Discuss strategies for fostering a culture of continuous improvement within teams and across the organisation.
09:54–10:48	Explore techniques for effective communication and stakeholder engagement in improvement initiatives.
10:48–11:00	Learn how to facilitate improvement workshops and brainstorming sessions to generate ideas.
11:00–11:30	**Coffee break**
11:30–12:12	Learn how to facilitate improvement workshops and brainstorming sessions to generate ideas. (continued)
12:12–13:06	Identify key performance indicators (KPIs) for measuring improvement success and team engagement.
13:06–14:00	Discuss the role of recognition and rewards in sustaining engagement and motivation for continuous improvement.

Day 5: Integrated Application of Operational Excellence

Applied activity: In teams, participants will develop a comprehensive operational excellence strategy for a fictional organisation, integrating Lean and Six Sigma principles while considering change management and stakeholder engagement. They will present their strategy to the class for critique and discussion.
Output: A strategic operational excellence proposal that outlines the approach, tools, and expected outcomes.

09:00–09:54	Review key concepts from Lean and Six Sigma methodologies and their integration into a cohesive strategy.
09:54–10:48	Discuss change management principles in implementing improvements and overcoming resistance.
10:48–11:00	Explore how to measure and report on the success of improvement initiatives effectively.
11:00–11:30	**Coffee break**
11:30–12:12	Explore how to measure and report on the success of improvement initiatives effectively. (continued)



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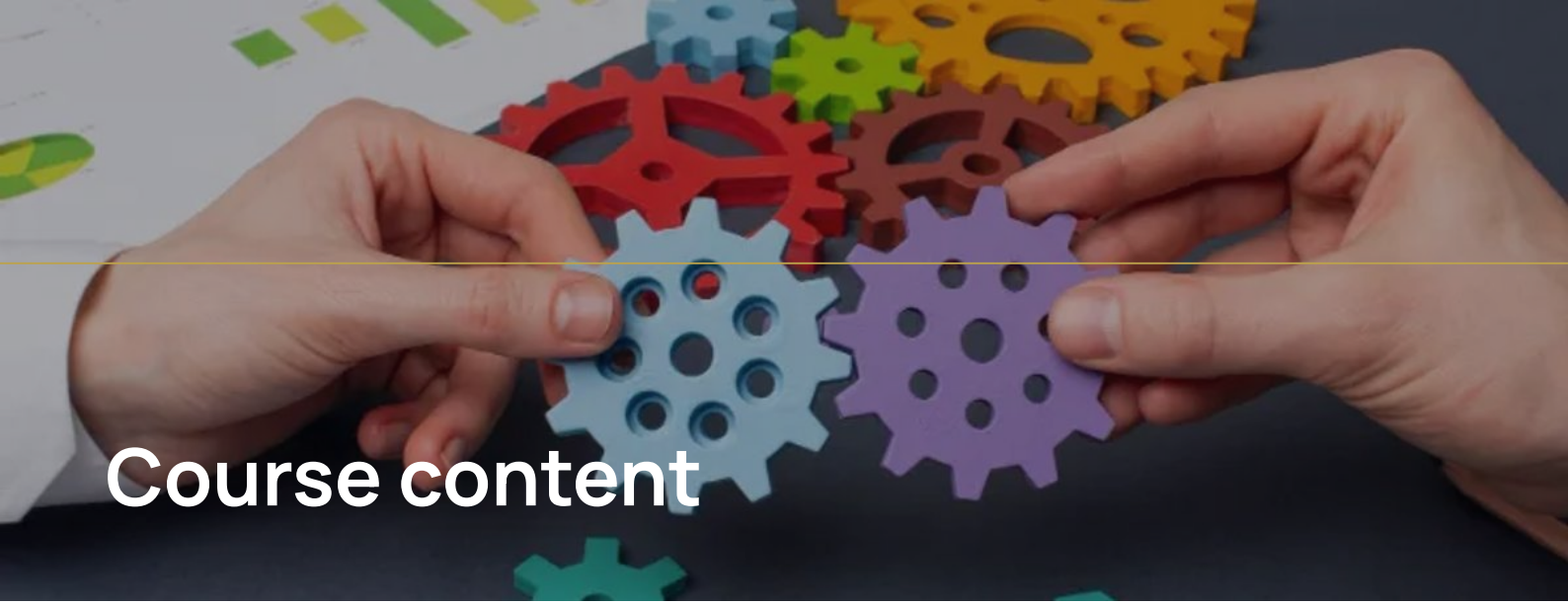
12:12–13:06	Learn to align operational excellence strategies with organisational goals and objectives.
13:06–14:00	Discuss future trends in operational excellence and continuous improvement methodologies.

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

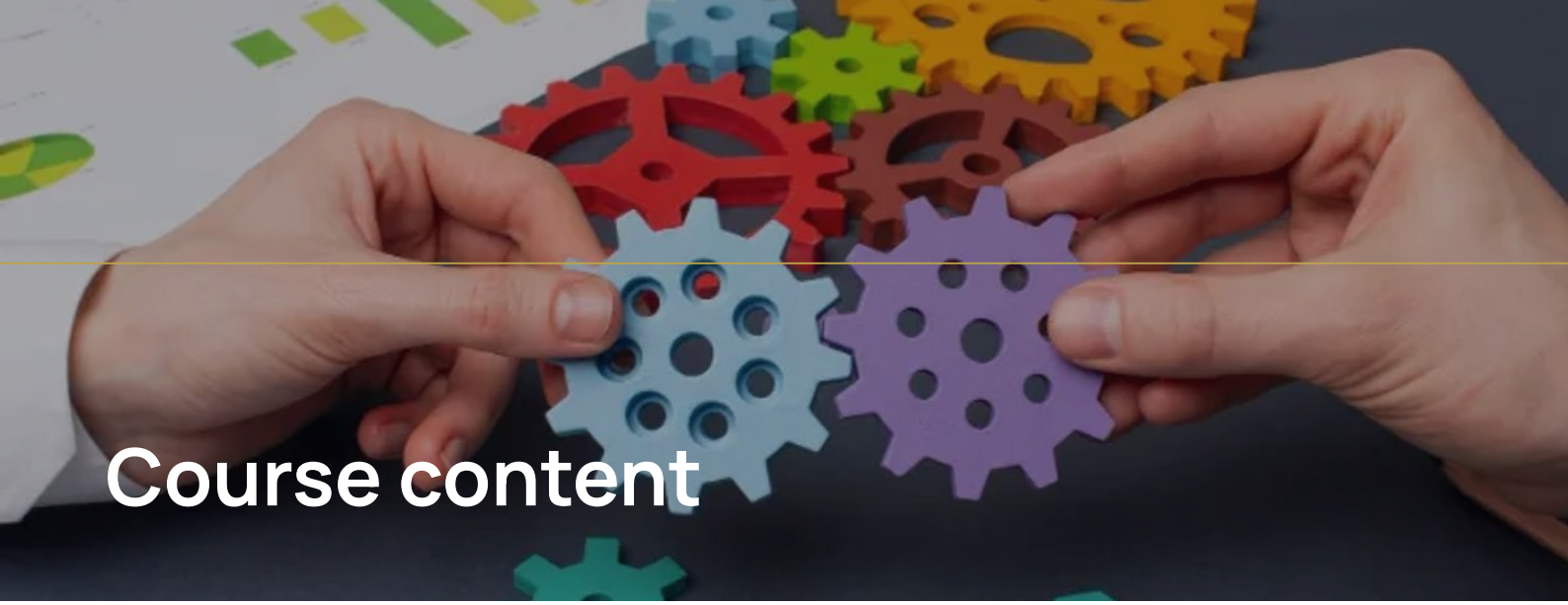
Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**€3,150.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Frankfurt Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,650.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Vienna Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,940.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Kuala Lumpur Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,450.-**



Course content

Dates, venues and fees (continued)

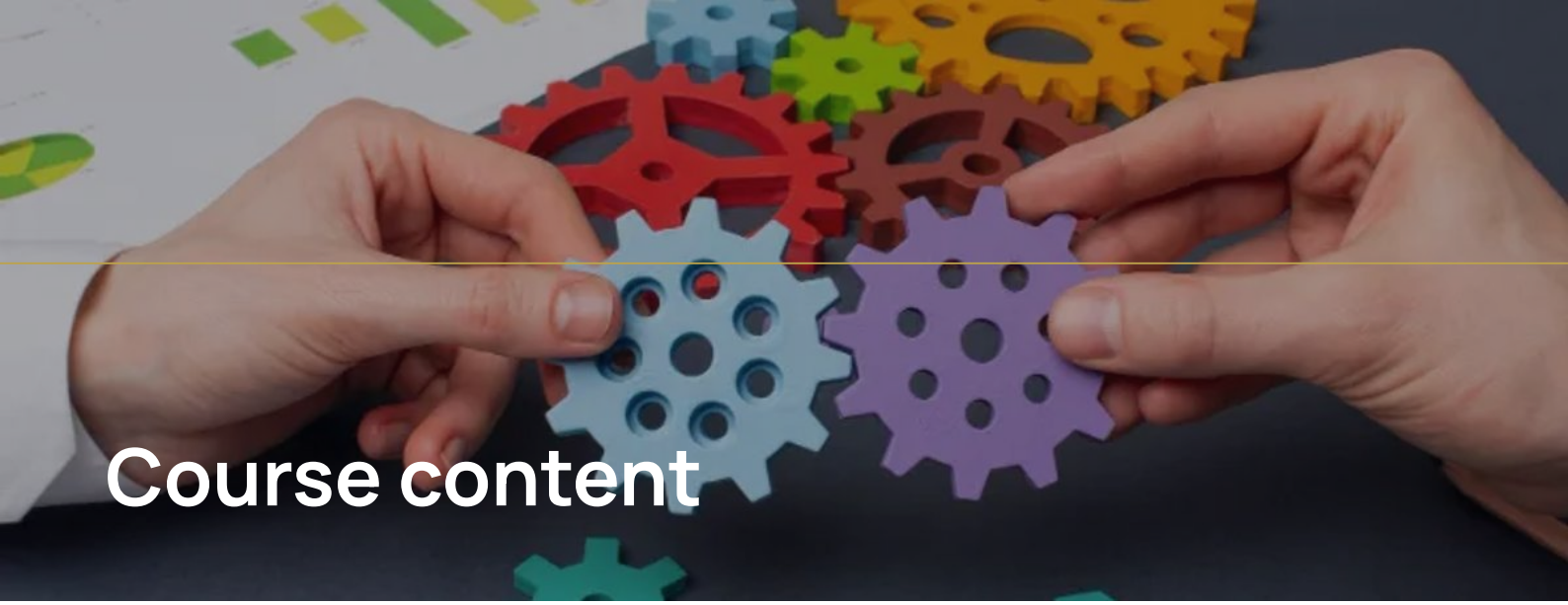
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Paris Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,860.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Istanbul Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,650.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,540.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Singapore Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,820.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

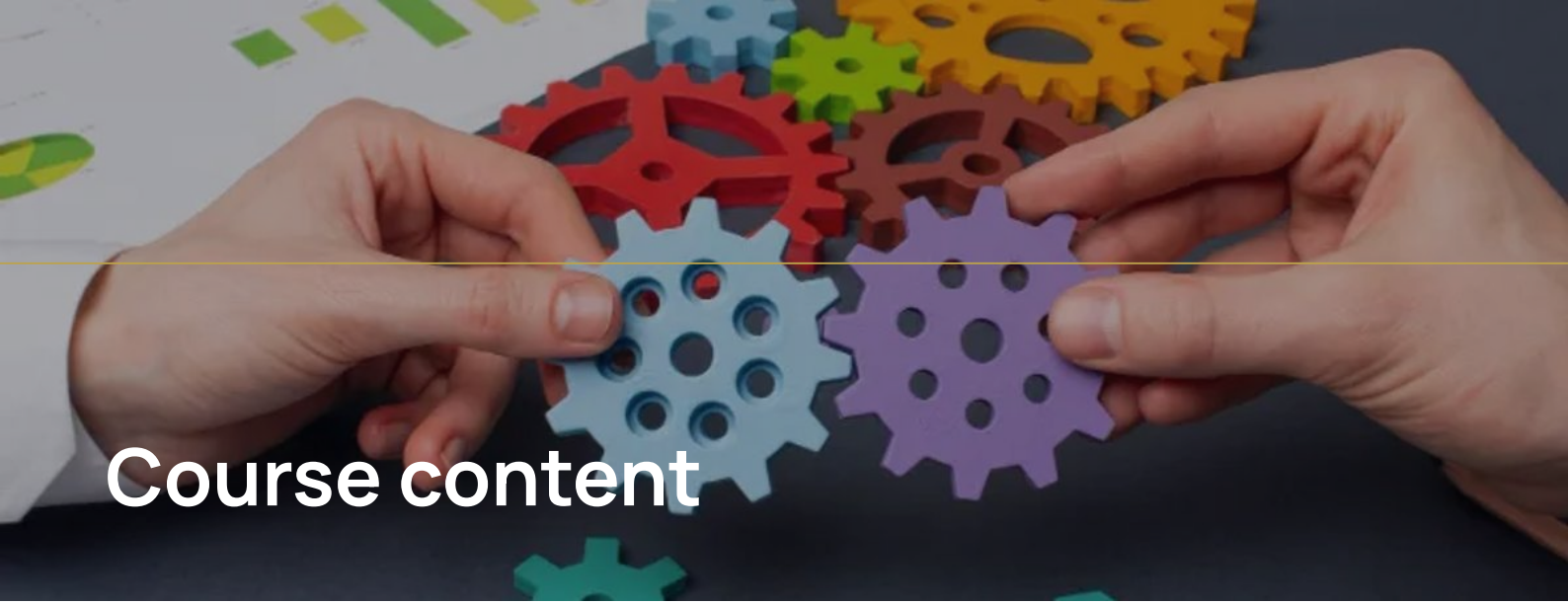
Venue	Start date	End date	Fee (EUR)
London Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,450.–**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	8 Mar 2027	12 Mar 2027	**€3,150.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Frankfurt Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,650.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,450.–**



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Dates, venues and fees (continued)

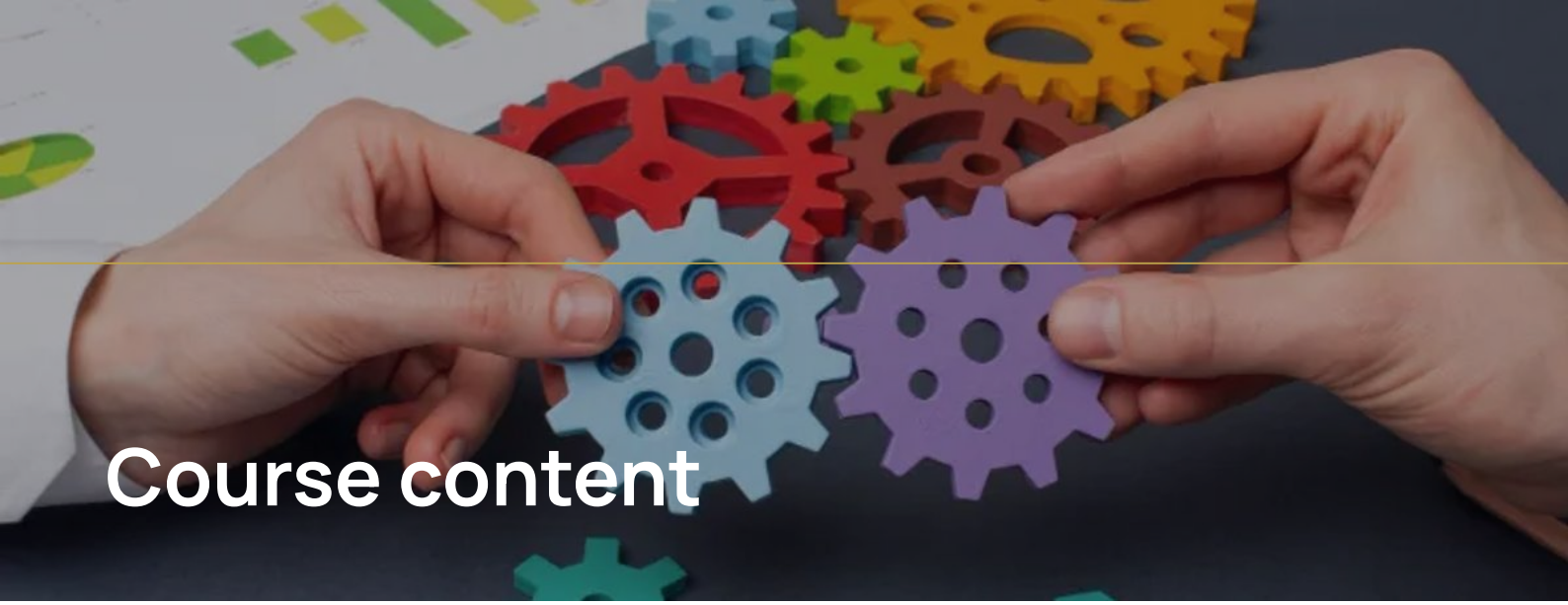
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Paris Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,860.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	3 May 2027	7 May 2027	**€1,890.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**
Istanbul Confirmed dates	10 May 2027	14 May 2027	**€2,650.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**
Amsterdam Confirmed dates	24 May 2027	28 May 2027	**€2,540.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**



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Dates, venues and fees (continued)

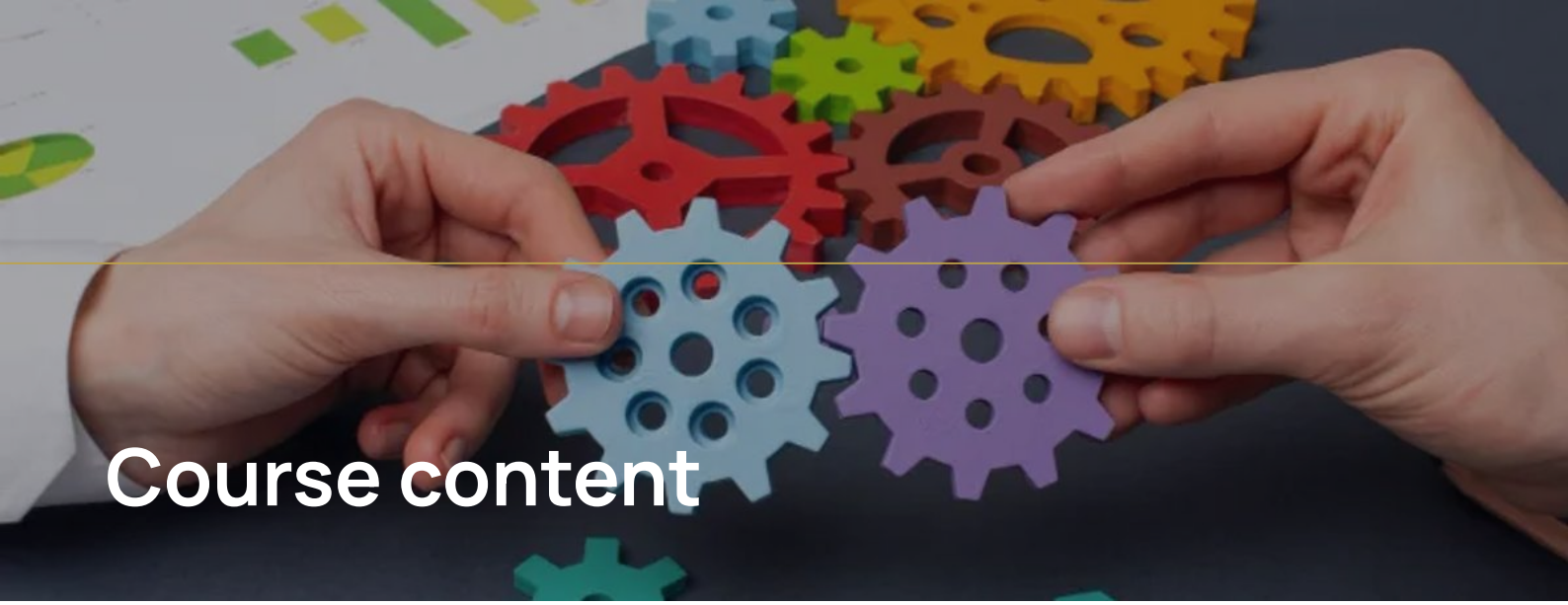
Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,820.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
London Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Barcelona Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,840.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Dubai Confirmed dates	12 Jul 2027	16 Jul 2027	**€3,150.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Frankfurt Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,650.–**



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Dates, venues and fees (continued)

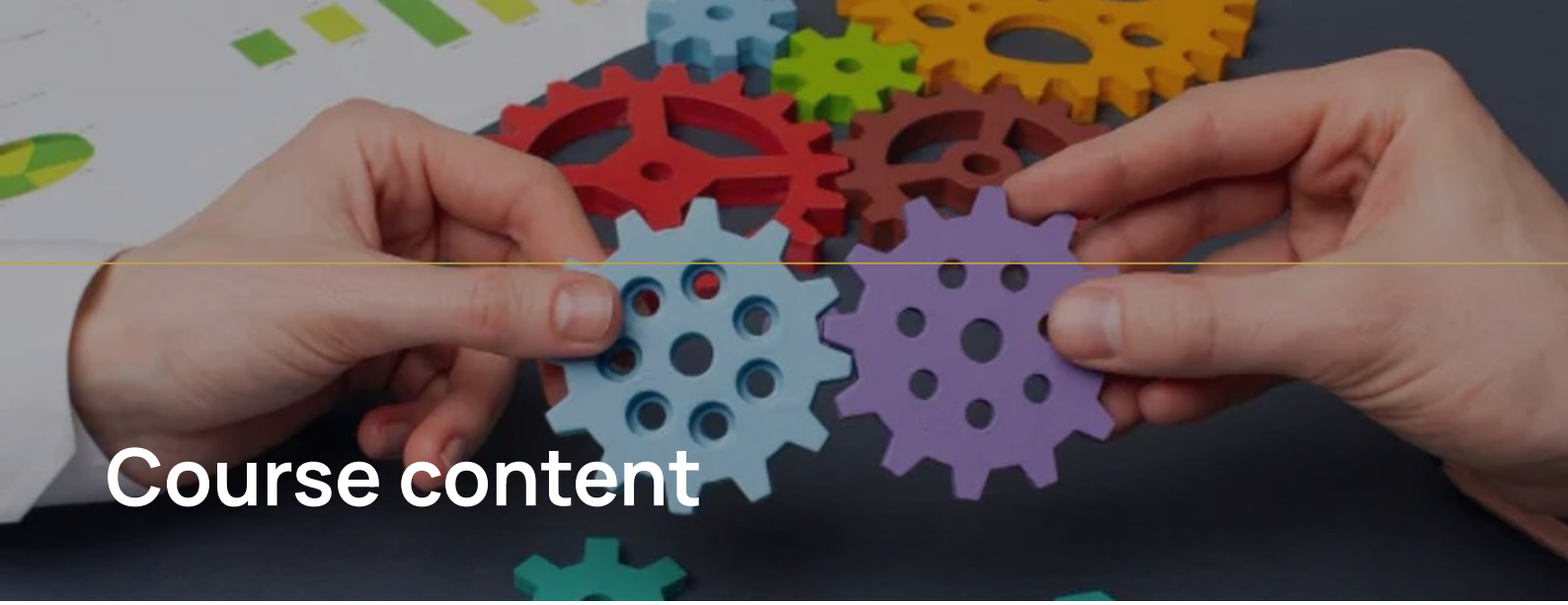
Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,450.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Paris Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,860.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Rome Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Istanbul Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,650.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**



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Dates, venues and fees (continued)

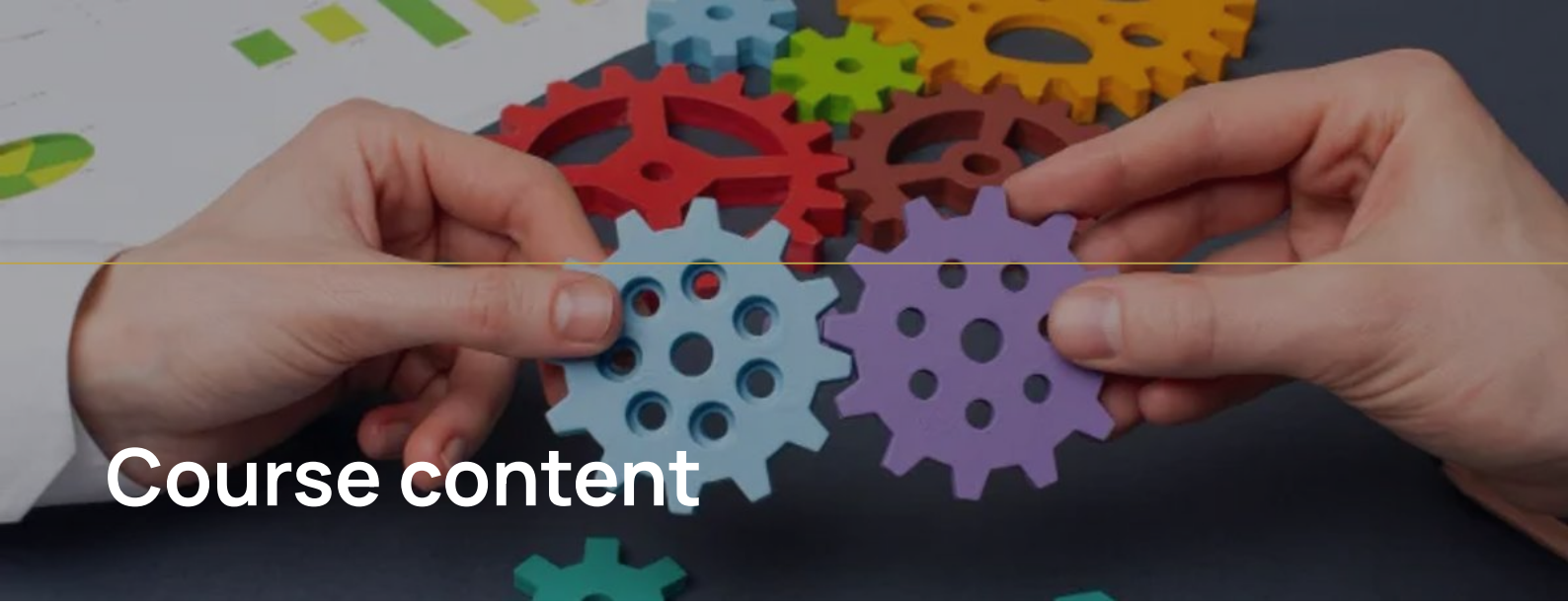
Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,540.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Singapore Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,820.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
London Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**
Cape Town Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,890.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**
Dubai Confirmed dates	8 Nov 2027	12 Nov 2027	**€3,150.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**
Frankfurt Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,650.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,450.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Paris Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,860.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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