

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Operational Excellence Strategy

5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

Operational excellence is a way of running an organisation where every employee can see value flow and fix problems. This course covers operational excellence strategy: principles, deployment models, leadership systems, capability building, governance, measuring maturity and sustaining a culture of excellence.

Many excellence programmes fade after early wins. You will learn to build an approach that lasts.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Maturity assessments, deployment model comparisons, case studies and strategy workshops.

Course objectives

By the end of this course, participants will be able to:
• Explain operational excellence principles
• Assess operational excellence maturity
• Choose deployment approaches
• Design leadership and management systems
• Build improvement capability
• Sustain and measure excellence

Target audience

This course is suitable for:
• Operational excellence leaders
• Operations directors
• Continuous improvement managers
• Senior leaders
• Transformation professionals



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Target competencies

Participants will develop competencies in:
- Strategy development
- Maturity assessment
- Deployment planning
- Leadership systems
- Capability building

Course outline

Day 1: Operational Excellence

09:00–10:08	Principles
10:08–11:00	Frameworks
11:00–11:30	**Coffee break**
11:30–11:45	Frameworks (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Maturity

09:00–10:08	Assessment models
10:08–11:00	Current state
11:00–11:30	**Coffee break**
11:30–11:45	Current state (continued)
11:45–12:53	Priorities
12:53–14:00	Workshop

Day 3: Deployment

09:00–10:08	Pilot and scale models
10:08–11:00	Governance
11:00–11:30	**Coffee break**



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11:30–11:45	Governance (continued)
11:45–12:53	Programme office
12:53–14:00	Exercise

Day 4: Leadership Systems

09:00–10:08	Management routines
10:08–11:00	Visual management
11:00–11:30	**Coffee break**
11:30–11:45	Visual management (continued)
11:45–12:53	Coaching
12:53–14:00	Case study

Day 5: Sustaining

09:00–10:08	Capability building
10:08–11:00	Measurement
11:00–11:30	**Coffee break**
11:30–11:45	Measurement (continued)
11:45–12:53	Culture
12:53–14:00	Action plan

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.



Course content

Dates, venues and fees

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

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,940.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Rome Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,890.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Amsterdam Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 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.–**
Paris Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,860.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**€2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Istanbul Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,650.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Dubai Confirmed dates	28 Jun 2027	2 Jul 2027	**€3,150.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Cape Town Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,890.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,890.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Rome Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
London Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

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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View the latest course details online