XCELERATE TRAINING INSTITUTE
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LEADERSHIP AND MANAGEMENT

Operational Excellence for Managers Training Course

Improving Processes, Productivity and Service Delivery

DURATION	LANGUAGE	FORMAT	COURSE CODE
5 days	English or Arabic	Classroom / Online	TTC-146

Upcoming dates

Dates	Venue	Format	Fee
25 – 29 Jan 2027	Amman	Classroom	€3,800
15 – 19 Mar 2027	Live online	Online (live)	€1,200
5 – 9 Apr 2027	Amsterdam	Classroom	€4,800
12 – 16 Jul 2027	Barcelona	Classroom	€4,800
27 Sep – 1 Oct 2027	Live online	Online (live)	€1,200
18 – 22 Oct 2027	Berlin	Classroom	€4,800

Register or ask a question

Online: x8ti.com/course/operational-excellence-for-managers-training-course/
+491631686678 · info@x8ti.com

Operational Excellence for Managers Training Course

Introduction

Operational excellence means consistently delivering products and services efficiently, reliably and to the right quality. Managers play a key role by improving processes, managing performance and building a culture of continuous improvement.

This course gives managers practical tools for operational excellence: process thinking, Lean methods, performance management, problem solving, standard work and continuous improvement.

Learning Objectives

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

- Understand operational excellence principles
- Map and improve processes
- Apply Lean tools to reduce waste
- Manage operational performance with KPIs
- Solve operational problems systematically
- Build a continuous improvement culture

Training Methodology

This course combines short expert presentations with practical exercises, case studies from the Gulf and international organisations, group discussions and work with real templates and tools. Participants are encouraged to bring examples from their own work so that the learning can be applied immediately.

Participants map a real process from their workplace and develop an improvement plan.

Benefits for Your Organisation

- More efficient operations
- Better service quality
- Lower costs
- Continuous improvement culture

Benefits for You

- Process improvement skills
- Lean tools
- Performance management techniques
- Practical improvement experience

Who Should Attend

This course is designed for:

- Operations managers

- Department heads
- Supervisors
- Process owners
- Service delivery managers

Course Outline

Day 1: Operational Excellence

- Principles of operational excellence
- Customer value
- Process thinking
- Operational excellence models
- Assessment

Day 2: Process Improvement

- Process mapping
- Identifying waste
- Lean tools
- Standard work
- Visual management

Day 3: Performance Management

- Operational KPIs
- Daily performance meetings
- Capacity planning
- Productivity
- Dashboards

Day 4: Problem Solving

- Structured problem solving
- Root cause analysis
- Improvement projects
- Sustaining improvements
- Case studies

Day 5: Continuous Improvement Culture

- Engaging employees in improvement
- Leadership routines
- Recognition
- Improvement plan presentations
- Action plan

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Registration Form

Operational Excellence for Managers Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

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Register online
Open the course page