Public Sector Operational Excellence and Re-engineering Training Course



26 - 30 Oct 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #GOV7014_104287

Course Introduction / Overview:

This course provides a comprehensive framework for transforming public sector organizations through the principles of Operational Excellence and Business Process Re-engineering (BPR). In an era of increasing citizen expectations and fiscal constraints, government agencies must deliver services more efficiently and effectively. This program moves beyond theoretical concepts to offer practical, actionable strategies tailored to the unique challenges of the public sector, such as regulatory compliance, stakeholder management, and public accountability. Drawing on the foundational work of pioneers like Michael Hammer, whose book "Reengineering the Corporation" sparked a revolution in business management, we adapt these powerful ideas for a governmental context. Participants will learn to critically analyze existing workflows, identify systemic inefficiencies, and design innovative, citizen-centric processes that deliver superior public value. BIG BEN Training Center has designed this immersive experience to equip public service professionals with the tools to lead sustainable transformation, fostering a culture of continuous improvement and driving meaningful results for the communities they serve.

Target Audience / This training course is suitable for:

- Public Sector Managers and Team Leaders.
- Government Department Heads and Directors.
- Policy Analysts and Advisors.
- Process Improvement Specialists and Consultants.
- Operations and Service Delivery Managers.
- Project Managers leading transformation initiatives.
- IT Professionals involved in process automation.
- Public Administration Officials.
- Strategic Planning and Performance Management Officers.

Target Sectors and Industries:

- Federal, State, and Local Government Agencies.
- Public Sector Utilities and Transportation Authorities.
- Public Healthcare and Hospital Administration.
- Public Education Institutions and Ministries.
- Law Enforcement and Emergency Services.
- Social and Community Service Organizations.
- Regulatory Bodies and Public Corporations.
- Non-Profit Organizations working with government.

Target Organizations Departments:

- Operations and Service Delivery.
- Strategy and Policy Planning.
- Finance and Administration.
- Human Resources and Talent Management.
- Information Technology and Digital Transformation.
- Citizen and Customer Service Departments.
- Procurement and Supply Chain Management.
- Quality Assurance and Compliance.

Course Offerings:

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

- Analyze and map complex governmental processes to identify bottlenecks and waste.
- Apply the core principles of Operational Excellence and Lean thinking in a public sector context.
- Master Business Process Re-engineering (BPR) methodologies for radical service improvement.
- Develop citizen-centric service designs that enhance public value and satisfaction.
- Lead change management initiatives to overcome resistance and ensure successful implementation.
- Utilize data and performance metrics to drive decision-making and continuous improvement.
- Align process re-engineering projects with strategic organizational objectives and public mandates.
- Foster a sustainable culture of efficiency, innovation, and excellence within their teams.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and collaborative, ensuring that participants can immediately apply their learning to real-world challenges. We move beyond traditional lectures to create an immersive learning environment. The course heavily utilizes case studies drawn from actual government transformation projects, allowing participants to analyze successes and failures in a controlled setting. A significant portion of the training is dedicated to hands-on workshops and group exercises where attendees will use tools like process mapping, value stream analysis, and root cause analysis on simulated public sector scenarios. Facilitated discussions and peer-to-peer learning are encouraged to leverage the diverse experiences of the participants. Role-playing activities will focus on critical skills such as stakeholder communication and managing resistance to change. Our expert instructors provide continuous feedback and guide participants in developing a practical BPR project blueprint that they can adapt for their own organizations upon completion of the course.

Course Agenda (Course Units):

Unit One: Foundations of Public Sector Operational Excellence

- Introduction to Operational Excellence (OpEx) in a government context.
- Contrasting private sector profit motives with public sector value creation.
- Core principles of Lean, Six Sigma, and Kaizen for public services.
- Understanding Business Process Re-engineering (BPR) vs. Continuous Improvement.
- The strategic importance of process management in achieving policy goals.
- Identifying the seven forms of waste in government operations.
- The role of leadership in driving a culture of excellence.

Unit Two: Analyzing and Mapping the Current State

- Techniques for process identification and prioritization.
- Developing detailed process maps and flowcharts (As-Is analysis).
- Value Stream Mapping (VSM) to visualize flow and identify non-value-added activities.
- Conducting stakeholder analysis and mapping citizen journeys.
- Root Cause Analysis tools (The 5 Whys, Fishbone Diagrams).
- Collecting and interpreting performance data and baseline metrics.
- Benchmarking performance against other public sector organizations.

Unit Three: Designing and Re-engineering Future State Processes

- Principles of effective process design for the public sector.
- Brainstorming and innovation techniques for radical process redesign (To-Be design).
- Leveraging technology and digital transformation for process automation.
- Designing citizen-centric services from the outside-in.
- Simplifying workflows, eliminating redundancies, and streamlining approvals.
- Error-proofing (Poka-Yoke) processes to improve quality and compliance.
- Developing a compelling business case for process re-engineering projects.

Unit Four: Implementation and Change Management

- Developing a structured implementation and transition plan.
- Kotter's 8-Step Change Model applied to public sector transformation.
- Strategies for effective communication with all stakeholders.
- Managing resistance and building a coalition of support.
- Pilot testing new processes and gathering feedback.
- Training and empowering employees for new roles and responsibilities.
- Risk assessment and mitigation strategies for BPR projects.

Unit Five: Sustaining Excellence and Measuring Performance

- Developing Key Performance Indicators (KPIs) for new processes.
- Implementing performance dashboards and balanced scorecards.
- Establishing a framework for continuous monitoring and improvement.
- Conducting post-implementation reviews and lessons learned sessions.
- Standardizing best practices across the organization.
- Building a long-term culture of continuous improvement and innovation.
- The leader's role in sustaining momentum and celebrating success.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can the radical, top-down principles of Business Process Re-engineering be reconciled with the collaborative, incremental nature of public sector reform and democratic accountability?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by being exclusively tailored to the nuanced environment of government and public administration. Unlike generic corporate training programs that focus primarily on profit maximization, our curriculum is built around the core public sector driver: creating sustainable public value. We address the specific constraints and complexities inherent in government, such as navigating legislative mandates, managing diverse political stakeholders, ensuring public transparency, and adhering to strict procurement and HR regulations. The content moves beyond mere tool application to explore the ethical dimensions of service redesign and the critical importance of citizen-centricity. Our case studies are drawn from real-world municipal, state, and federal government transformation projects, providing relevant and relatable insights. The methodology emphasizes building consensus and managing change within a bureaucratic structure, a skill set often overlooked in private sector-focused courses. Participants will not just learn how to re-engineer a process; they will learn how to lead a successful transformation initiative within the unique cultural and political landscape of public service.