Advanced Operations Management and Process Improvement Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #MA5274_191282

Course Introduction / Overview:

This course offers a comprehensive exploration of modern operations management and process improvement methodologies, designed to equip professionals with the skills to drive efficiency, quality, and value within their organizations. In today's competitive landscape, mastering operational excellence is not just an advantage; it is a necessity. This program delves into the core principles that transform business processes, drawing on foundational concepts from leading thinkers like Eliyahu M. Goldratt, whose seminal work "The Goal" revolutionized thinking about bottlenecks and constraints. Participants will move beyond theoretical knowledge to gain practical, applicable skills in analyzing, redesigning, and managing operational workflows. The curriculum integrates key frameworks such as Lean, Six Sigma, and Kaizen to provide a holistic toolkit for continuous improvement. At BIG BEN Training Center, we have structured this course to be an immersive experience, guiding attendees from understanding fundamental strategies to implementing advanced quality control and performance measurement systems, ensuring they can lead impactful change and deliver sustainable results.

Target Audience / This training course is suitable for:

- Operations Managers and Supervisors.
- Process Improvement Specialists and Analysts.
- Production and Manufacturing Planners.
- Quality Assurance and Control Managers.
- Supply Chain and Logistics Professionals.
- Project Managers and Team Leaders.
- Business Analysts and Consultants.
- Department Heads seeking to improve efficiency.
- Anyone involved in operational processes and performance.

Target Sectors and Industries:

- Manufacturing and Industrial Production.
- Healthcare and Pharmaceutical Services.
- Logistics, Warehousing, and Distribution.
- Banking, Finance, and Insurance.
- Information Technology and Telecommunications.
- Retail and Consumer Goods.
- Engineering and Construction.
- Governmental agencies and public sector organizations.
- Hospitality and Service Industries.

Target Organizations Departments:

- Operations and Production.
- Quality Assurance and Control.
- Supply Chain Management.
- Logistics and Distribution.
- Project Management Office (PMO).
- Research and Development.
- Customer Service and Support.
- Finance and Accounting.
- Human Resources.

Course Offerings:

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

- Develop a strategic framework for operational excellence.
- Master process mapping and value stream analysis techniques.
- Identify and eliminate the eight wastes of Lean methodology.
- Apply the DMAIC (Define, Measure, Analyze, Improve, Control) model effectively.
- Utilize statistical process control (SPC) for quality management.
- Lead Kaizen events for rapid, incremental improvements.
- Analyze and resolve operational bottlenecks using the Theory of Constraints.
- Implement performance metrics and KPIs to track process health.
- Foster a culture of continuous improvement within their teams and organization.
- Manage change associated with process improvement initiatives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that theoretical concepts are translated into practical, real-world skills. We believe that adult learning is most effective when it is engaging and directly applicable to professional challenges. Therefore, the course heavily relies on a blend of instructional techniques, including expert-led presentations, in-depth case study analyses of successful and unsuccessful process improvement projects, and dynamic group discussions that encourage peer-to-peer learning. A significant portion of the training is dedicated to hands-on workshops and simulation exercises where participants will work in teams to map existing processes, identify inefficiencies, and design improved workflows. These practical sessions provide a safe environment to apply tools like Value Stream Mapping, 5S, and Root Cause Analysis. Continuous feedback is provided by the instructor, and personal action planning sessions are integrated to help participants strategize the implementation of their new skills upon returning to their workplace, ensuring a tangible return on investment.

Course Agenda (Course Units):

Unit One: Foundations of Operational Excellence

- Introduction to Operations Management Strategy.
- The link between operational performance and business success.
- Understanding the core principles of Lean thinking.
- An overview of Six Sigma methodology and its objectives.
- Integrating Lean and Six Sigma for maximum impact.
- Defining value from the customer's perspective.
- Introduction to the Theory of Constraints (TOC).

Unit Two: Process Analysis and Value Stream Mapping

- Techniques for detailed process flowcharting and documentation.
- Conducting a Gemba walk to observe real-world processes.
- Introduction to Value Stream Mapping (VSM) for current state analysis.
- Identifying waste and non-value-added activities.
- Analyzing process data, cycle time, and lead time.
- Developing a future state Value Stream Map.
- Prioritizing areas for process improvement initiatives.

Unit Three: Lean Management Tools for Continuous Improvement

- Implementing the 5S methodology for workplace organization.
- Understanding and applying Kaizen for incremental change.
- Mistake-proofing processes with Poka-Yoke techniques.
- Principles of Just-In-Time (JIT) production and inventory control.
- Visual management systems and the use of Kanban boards.
- Standardized work as a foundation for stability and improvement.
- Conducting effective root cause analysis using the 5 Whys.

Unit Four: Six Sigma and Statistical Quality Control

- The DMAIC (Define, Measure, Analyze, Improve, Control) framework.
- Defining a project charter and gathering the voice of the customer.
- Basic statistical tools for process measurement and analysis.
- Introduction to Statistical Process Control (SPC) charts.
- Understanding process capability and performance indices.
- Tools for the 'Analyze' phase, including Pareto charts and fishbone diagrams.
- Developing and implementing effective control plans.

Unit Five: Sustaining Improvement and Leading Change

- Developing Key Performance Indicators (KPIs) for operations.
- Building a culture of continuous improvement.
- Change management strategies for process implementation.
- Leadership's role in driving operational excellence.
- Overcoming resistance to change in the workplace.
- The future of operations management, including Industry 4.0.
- Creating a personal action plan for applying course concepts.

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:

Reflection Question: How can an organization effectively balance the drive for standardized, efficient processes with the need for agility and innovation in a rapidly changing market?

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

This course distinguishes itself by adopting a holistic and strategic perspective on operational excellence, moving beyond a mere toolkit-based approach. While many programs focus narrowly on the mechanics of either Lean or Six Sigma, this training integrates these powerful methodologies with foundational principles of operations strategy and the critical human element of change management. We emphasize the 'why' behind the 'how', ensuring participants understand the strategic context in which improvement tools are applied. The curriculum is built around real-world case studies and interactive simulations that challenge participants to solve complex operational problems, rather than just memorizing terminology. The focus is on developing critical thinking and analytical skills, enabling attendees to diagnose process issues unique to their own organizations and design bespoke solutions. Furthermore, the course places a strong emphasis on creating a sustainable culture of continuous improvement, providing insights into leadership behaviors and organizational structures that foster long-term success, ensuring the learning extends far beyond the classroom.