The Shingo Model of Operational Excellence Training Course

Professional Development Training Course Outline

Category	Quality Assurance and ISO standards	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The Shingo Model of Operational Excellence Training Course is designed to equip professionals and organizations with a deep understanding of sustainable business transformation through the integration of operational excellence principles. This course emphasizes continuous improvement, cultural enablers, and systems thinking, helping participants build agile organizations that thrive in competitive environments. By exploring the Shingo Guiding Principles, participants gain practical tools to eliminate waste, enhance leadership effectiveness, and foster a culture of innovation.

In today?ÇÖs fast-paced business landscape, companies that align strategy, systems, and behavior gain a powerful competitive edge. This training course focuses on teaching participants how to achieve organizational excellence by embedding core values into daily operations. With case studies, interactive exercises, and real-world applications, participants will learn how to bridge the gap between theory and practice, ensuring lasting impact on performance, customer satisfaction, and employee engagement.

Programme Curriculum

The Shingo Model of Operational Excellence Training Course

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Course Objectives

1. Understand the Shingo Model principles and their role in achieving operational excellence.
2. Apply systems thinking to align organizational processes with business objectives.
3. Enhance leadership capability to drive cultural transformation.
4. Foster a continuous improvement mindset across all levels of the organization.
5. Implement sustainable lean practices for long-term competitiveness.
6. Analyze organizational behaviors and align them with core values.
7. Create high-performance work systems that support employee engagement.
8. Integrate customer-focused strategies into operational excellence.
9. Improve agility and resilience within organizational systems.
10. Measure and monitor performance using Shingo-based metrics.
11. Leverage innovation and problem-solving for sustainable growth.
12. Reduce operational waste and increase value creation.
13. Build a culture of excellence that supports strategic goals.

Organizational Benefits

1. Strengthened culture of excellence across the organization.
2. Enhanced alignment between strategy, systems, and behaviors.
3. Improved customer satisfaction and loyalty.
4. Increased employee engagement and motivation.
5. Sustainable competitive advantage through lean systems.
6. Reduced costs and improved efficiency.
7. Greater agility in responding to market changes.
8. Stronger leadership and decision-making capabilities.
9. Improved collaboration and teamwork across departments.
10. Long-term growth and business sustainability.

Target Audiences

1. Senior leaders and executives.
2. Operational managers.
3. Continuous improvement professionals.
4. Quality assurance specialists.
5. HR and organizational development leaders.
6. Lean and Six Sigma practitioners.
7. Project managers.
8. Business consultants.

Course Duration: 5 days

Course Modules

Module 1: Introduction to the Shingo Model

- Overview of operational excellence principles
- Understanding cultural enablers
- The role of leadership in transformation
- Linking behaviors to results
- Systems thinking approach
- Case Study: A global manufacturer embedding Shingo principles

Module 2: Cultural Enablers

- Building respect for every individual
- Empowering employees for improvement
- Leadership humility in practice
- Encouraging accountability and ownership
- Recognizing organizational values
- Case Study: Toyota?ÇÖs culture of respect

Module 3: Continuous Improvement Principles

- The philosophy of kaizen
- Identifying and eliminating waste
- Fostering innovation and creativity
- Problem-solving techniques
- Benchmarking best practices
- Case Study: Healthcare system continuous improvement journey

Module 4: Enterprise Alignment

- Aligning systems with strategic objectives
- Engaging all levels in strategy deployment
- Creating high-performance systems
- Monitoring performance measures
- Policy deployment methods
- Case Study: Aerospace industry enterprise alignment

Module 5: Leadership and Guiding Principles

- Defining leadership excellence
- Connecting vision with daily actions
- Coaching and mentoring practices
- Building trust and integrity
- Leading by example
- Case Study: A retail giant?ÇÖs leadership transformation

Module 6: Systems Thinking in Practice

- Understanding interconnected processes
- Identifying system inefficiencies
- Designing integrated solutions
- Preventing silo-based management
- Enhancing collaboration across teams
- Case Study: Supply chain optimization with systems thinking

Module 7: Sustainable Operational Excellence

- Embedding Shingo principles in culture
- Balancing short-term wins with long-term goals
- Measuring sustainability outcomes
- Driving change management effectively
- Developing resilience in organizations
- Case Study: Banking sector sustainability practices

Module 8: Innovation and Value Creation

- Leveraging creativity for business growth
- Enhancing customer-focused solutions
- Encouraging breakthrough thinking
- Driving digital transformation
- Innovation metrics and tracking progress
- Case Study: Technology company innovation strategy

Training Methodology

- Interactive lectures and discussions
- Real-life case study analysis
- Group workshops and role-playing exercises
- Practical problem-solving activities
- Hands-on application of Shingo principles
- Feedback and reflection sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com