Training Course on Improving Operational Performance and Productivity

Professional Development Training Course Outline

Category	Development	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Training Course on Improving Operational Performance and Productivity is meticulously designed to equip individuals and organizations with the essential **strategies**, **tools**, and **techniques** to achieve significant improvements in **operational performance** and **productivity**. In today's dynamic and competitive landscape, optimizing workflows, streamlining processes, and enhancing team efficiency are paramount for sustainable growth and success. This program delves into proven methodologies and best practices, empowering participants to identify bottlenecks, implement data-driven solutions, and foster a culture of continuous improvement. By focusing on practical application and real-world case studies, attendees will gain actionable insights to drive tangible results within their respective organizational contexts, ultimately leading to increased **efficiency**, reduced costs, and a stronger competitive edge.

The course further emphasizes the critical role of employee engagement and effective resource management in achieving peak **productivity**. Participants will learn how to cultivate a motivated workforce, optimize resource allocation, and leverage technology to automate tasks and enhance collaboration. Through interactive sessions and practical exercises, this training fosters the development of key skills in **process optimization**, **performance measurement**, and **change management**. By the end of this program, participants will be able to champion initiatives that not only boost operational output but also create a more agile, responsive, and high-performing organization.

Programme Curriculum

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5 days

Course Objectives

This training course aims to enable participants to:

1. **Analyze** current **operational processes** to identify areas for improvement.
2. Implement **lean methodologies** to eliminate waste and enhance efficiency.
3. Apply **Six Sigma principles** for process optimization and defect reduction.
4. Utilize **performance metrics** and **KPIs** to track progress and measure success.
5. Develop **process mapping** techniques for visualizing and understanding workflows.
6. Master **time management** and **workflow optimization** strategies.
7. Enhance **team collaboration** and communication for improved productivity.
8. Leverage **automation tools** and technologies to streamline tasks.
9. Implement effective **change management** strategies for successful adoption of new processes.
10. Foster a culture of **continuous improvement** within their teams and organizations.
11. Apply **root cause analysis** to effectively address operational challenges.
12. Understand the impact of **employee engagement** on overall productivity.
13. Develop strategies for **resource optimization** and cost reduction.

Organizational Benefits

- Increased **operational efficiency** and output.
- Reduced operational costs and waste.
- Improved product and service quality.
- Enhanced employee productivity and engagement.
- Faster turnaround times and improved responsiveness.
- Better decision-making through data-driven insights.
- Stronger competitive advantage in the market.

- A culture of continuous improvement and innovation.

Target Audience

1. Operations Managers
2. Production Supervisors
3. Team Leaders
4. Process Improvement Specialists
5. Quality Assurance Professionals
6. Project Managers
7. Business Analysts
8. Anyone involved in improving organizational efficiency and output.

Course Outline

Module 1: Understanding Operational Performance and Productivity

- Defining operational performance and its key dimensions.
- Exploring the drivers of productivity and efficiency in organizations.
- Identifying common challenges and bottlenecks in operational processes.
- Introduction to various performance improvement methodologies.
- **Case Study:** Analysis of a manufacturing company that successfully improved its production cycle time by identifying and eliminating bottlenecks.

Module 2: Lean Principles for Operational Excellence

- Introduction to the core principles of Lean manufacturing and service delivery.
- Identifying and eliminating the seven wastes (Muda) in operations.
- Value stream mapping for visualizing and optimizing process flow.
- Implementing 5S methodology for workplace organization and efficiency.
- **Case Study:** A healthcare organization that applied Lean principles to reduce patient wait times and improve service delivery.

Module 3: Six Sigma for Process Optimization and Quality Improvement

- Understanding the DMAIC (Define, Measure, Analyze, Improve, Control) methodology.
- Utilizing statistical tools for data analysis and process variation reduction.
- Implementing process capability analysis to ensure consistent output.
- Applying root cause analysis techniques (e.g., Fishbone diagram, 5 Whys).
- **Case Study:** A financial services company that used Six Sigma to reduce errors in its transaction processing and improve customer satisfaction.

Module 4: Measuring and Managing Operational Performance with KPIs

- Identifying relevant Key Performance Indicators (KPIs) for different operational areas.
- Setting SMART (Specific, Measurable, Achievable, Relevant, Time-bound) objectives and targets.
- Developing performance dashboards and reporting mechanisms.
- Using data analytics to track progress and identify trends.
- **Case Study:** A logistics company that implemented a system of KPIs to monitor delivery times, fuel efficiency, and customer satisfaction, leading to significant improvements.

Module 5: Process Mapping and Workflow Optimization

- Techniques for creating detailed process maps and flowcharts.
- Analyzing process maps to identify inefficiencies and redundancies.
- Designing optimized workflows for improved speed and accuracy.
- Utilizing process simulation tools for testing and validation.
- **Case Study:** An e-commerce business that redesigned its order fulfillment process using process mapping, resulting in faster delivery times and reduced errors.

Module 6: Enhancing Team Collaboration and Communication for Productivity

- Strategies for building high-performing and collaborative teams.
- Effective communication techniques for seamless information flow.
- Utilizing collaboration tools and platforms for enhanced teamwork.
- Addressing communication barriers and resolving conflicts effectively.
- **Case Study:** A software development team that improved its productivity by implementing agile methodologies and enhancing communication practices.

Module 7: Leveraging Automation and Technology for Operational Efficiency

- Identifying opportunities for automation in various operational processes.
- Exploring different types of automation tools and technologies (e.g., RPA, AI).
- Implementing automation solutions to reduce manual tasks and errors.
- Managing the impact of automation on the workforce and skill requirements.
- **Case Study:** A manufacturing plant that implemented robotic process automation (RPA) to automate repetitive data entry tasks, freeing up employees for more strategic activities.

Module 8: Driving Continuous Improvement and Managing Change

- Establishing a culture of continuous improvement through Kaizen and other methodologies.
- Implementing effective change management strategies for successful adoption of new processes.
- Engaging employees in the improvement process and fostering ownership.
- Monitoring and sustaining improvements over time.
- **Case Study:** An organization that successfully implemented a continuous improvement program across all departments, leading to ongoing gains in efficiency and innovation.

Training Methodology

This training course will utilize a blended learning approach incorporating:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Practical exercises and simulations.
- Real-world case study analysis.
- Templates and tools for immediate application.
- Q&A sessions and knowledge sharing.

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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