

Course No. 1632

Operational Excellence & Continuous Improvement Training Course

INDUSTRIAL ENGINEERING & OPERATIONAL EXCELLENCE
INDUSTRIAL ENGINEERING, MAINTENANCE & OPERATIONS

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

2 – 6 Nov 2026



Scheduled Event Details

CITY	Milan, Italy
DATE	2 – 6 Nov 2026
DELIVERY TYPE	Classroom
COURSE FEE	€7,000

Course Overview

The Operational Excellence & Continuous Improvement Training Course is a comprehensive professional program designed to help organizations strengthen operational performance, improve process efficiency, reduce waste, and establish sustainable continuous improvement practices. The course provides participants with a structured framework for understanding how processes, people, resources, performance measures, and management systems interact to influence organizational effectiveness.

Operational excellence is increasingly important for organizations seeking greater efficiency, consistency, quality, and long-term performance. It is not limited to cost reduction or isolated process improvements; it requires an integrated approach to process management, performance measurement, problem solving, employee involvement, leadership, and continuous improvement. This course equips participants with practical approaches for identifying performance gaps, analyzing operational challenges, prioritizing improvement opportunities, and converting them into measurable improvement initiatives.

The program explores operational excellence principles, continuous improvement methodologies, Lean management concepts, waste elimination, process optimization, performance measurement, root cause analysis, process standardization, and operational performance management. Participants will learn how to apply these concepts to industrial, service, government, financial, and corporate environments while developing practical approaches to creating a culture where improvement becomes part of everyday management and operations.

The Operational Excellence & Continuous Improvement Training Course is designed for executives, managers, supervisors, specialists, and operational teams across government entities, ministries, public-sector organizations, banks, financial institutions, oil and gas companies, energy organizations, industrial companies, and large corporations. The program supports organizations

seeking to move from isolated improvement activities toward a structured and sustainable operational excellence system aligned with organizational priorities.

Objectives

- Analyze the principles of operational excellence and their relationship with organizational strategy, productivity, efficiency, and performance during the training program.
- Develop a practical framework for assessing operational performance and identifying efficiency and effectiveness gaps.
- Evaluate current processes to identify waste, delays, duplication, bottlenecks, and opportunities for improvement.
- Apply Lean management principles and continuous improvement methodologies to operational and administrative processes.
- Analyze performance gaps and recurring operational problems using structured problem-solving and root cause analysis techniques.
- Design practical improvement initiatives based on performance data, organizational priorities, operational requirements, and expected impact.
- Improve process efficiency through workflow simplification, standardization, resource optimization, and elimination of non-value-added activities.
- Develop relevant key performance indicators to measure operational excellence, productivity, quality, efficiency, and improvement results.
- Strengthen employee involvement and cross-functional participation in problem solving and continuous improvement activities.
- Implement practical mechanisms for managing, monitoring, and evaluating operational improvement initiatives.
- Align operational excellence initiatives with quality management, risk management, customer experience, and organizational performance objectives.
- Develop an integrated roadmap for implementing operational excellence and continuous improvement within the workplace by the end of the course.

Who Should Attend

The Operational Excellence & Continuous Improvement Training Course is designed for managers, leaders, supervisors, and specialists responsible for improving organizational processes, operational efficiency, productivity, quality, and performance. It is particularly suitable for Operations Managers, Production Managers, Quality Managers, Operational Excellence Managers, Continuous Improvement Managers, Industrial Engineers, Process Analysts, Performance Management Specialists, Quality Specialists, Project Managers, Operations Supervisors, and Team Leaders.

The course is also highly relevant to executives, department heads, transformation leaders, organizational development teams, performance management professionals, supply chain specialists, process owners, and operational improvement teams. It is suitable for professionals working in government entities, ministries, public-sector organizations, banks, financial institutions, oil and gas, energy, manufacturing, logistics, utilities, and large corporations, as well as decision makers seeking to establish more effective and sustainable approaches to organizational performance improvement.

Learning Outcomes

- Explain the fundamental principles of operational excellence and continuous improvement and their contribution to organizational performance.
- Assess operational performance and identify priority gaps and improvement opportunities.
- Map and analyze business and operational processes to distinguish value-adding and non-value-adding activities.
- Identify waste, bottlenecks, delays, duplication, process variation, and operational inefficiencies.
- Apply Lean management principles and continuous improvement tools to real workplace challenges.
- Analyze root causes of recurring operational problems and performance gaps using structured methodologies.
- Design improvement initiatives based on organizational objectives, performance data, and expected business impact.
- Develop key performance indicators for monitoring productivity, efficiency, quality, cost, and process cycle time.
- Prioritize improvement opportunities according to impact, feasibility, risk, cost, and organizational importance.

- Establish mechanisms for monitoring improvement initiatives and measuring the sustainability of results.
- Strengthen employee participation and process ownership within continuous improvement activities.
- Prepare a practical operational excellence and continuous improvement implementation plan for the workplace.

Course Outline

DAY 01

Foundations of Operational Excellence and Performance Management

- Understanding operational excellence and its role in sustainable organizational performance.
- Linking operational excellence with organizational strategy, objectives, and business priorities.
- Key elements of an effective operational performance management system.
- The role of leadership and management in building a continuous improvement environment.
- Understanding processes from the perspective of value, efficiency, effectiveness, and customer requirements.
- Identifying process owners, responsibilities, accountability, and cross-functional relationships.
- Establishing operational performance baselines and performance expectations.
- Identifying performance gaps and determining improvement priorities.

PRACTICAL APPLICATION OR DISCUSSION

Assess a selected organizational process, identify its current performance level, and determine key strengths, gaps, and initial improvement opportunities.

DAY 02

Continuous Improvement, Lean Management, and Waste Elimination

- Principles of continuous improvement and their role in operational performance.
- Understanding Lean management and its application across industrial, service, government, and corporate environments.

DAY 02 — CONTINUED

- Identifying value-adding and non-value-adding activities.
- Recognizing and analyzing major forms of operational and administrative waste.
- Analyzing process flow, bottlenecks, delays, queues, and unnecessary handoffs.
- Simplifying workflows and eliminating unnecessary process steps.
- Improving resource utilization and operational flow.
- Standardizing processes to improve consistency and performance.
- Building employee participation and ownership of continuous improvement.

PRACTICAL APPLICATION OR DISCUSSION

Analyze a selected process, identify major sources of waste and inefficiency, and develop practical opportunities for improvement.

DAY 03

Problem Solving, Root Cause Analysis, and Performance Measurement

- Structured approaches to identifying and analyzing operational problems.
- Distinguishing symptoms, immediate causes, contributing factors, and root causes.
- Applying Root Cause Analysis to operational performance challenges.
- Using data to investigate performance gaps and recurring problems.
- Analyzing trends, patterns, variation, and operational performance deviations.
- Developing appropriate Key Performance Indicators for process performance.
- Measuring productivity, efficiency, quality, cost, and process cycle time.
- Using performance indicators to prioritize improvement opportunities.
- Linking operational indicators with departmental and organizational objectives.

PRACTICAL APPLICATION OR DISCUSSION

Analyze performance data from a selected process, identify key performance gaps and potential root causes, and establish appropriate performance indicators.

DAY 04

Improvement Initiative Design and Change Management

- Converting improvement opportunities into structured improvement initiatives.
- Defining improvement objectives, expected results, success measures, and performance targets.
- Prioritizing improvement initiatives according to impact, cost, risk, feasibility, and strategic relevance.
- Designing solutions for process improvement and workflow optimization.
- Standardizing procedures and strengthening operational discipline.
- Identifying opportunities for digitalization and automation to support process improvement.
- Managing stakeholders and defining their roles in improvement initiatives.
- Addressing resistance to change and strengthening adoption of improved processes.
- Monitoring implementation progress and managing operational risks and barriers.

PRACTICAL APPLICATION OR DISCUSSION

Design a complete improvement initiative for a selected process, including objectives, performance indicators, responsibilities, resources, risks, and implementation requirements.

DAY 05

Sustaining Operational Excellence and Building a Continuous Improvement Culture

- Developing an integrated organizational framework for operational excellence and continuous improvement.
- Establishing governance mechanisms for improvement initiatives and defining roles and accountability.
- Creating regular operational performance reviews and improvement monitoring processes.
- Tracking performance indicators and verifying achievement of improvement targets.
- Strengthening employee engagement and cross-functional participation in improvement activities.
- Documenting best practices, lessons learned, and improvement knowledge.
- Integrating continuous improvement with quality management, risk management, and organizational performance.

DAY 05 — CONTINUED

- Sustaining process improvements and preventing regression to previous operating practices.
- Developing short-term and medium-term operational improvement roadmaps.
- Linking operational excellence with customer experience, organizational efficiency, and sustainable performance.

FINAL WORKSHOP, ACTION PLAN, OR IMPLEMENTATION EXERCISE

Develop a comprehensive Operational Excellence & Continuous Improvement Action Plan covering the current-state assessment, performance gaps, improvement priorities, proposed initiatives, performance indicators, responsibilities, implementation roadmap, monitoring mechanisms, and sustainability measures.

Register or Request More Information

Course page: <https://quest-training.com/courses/operational-excellence-continuous-improvement-training-course>

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