

## **ACHIEVING OPERATIONAL EXCELLENCE**

### **(OPEX)**



### **COURSE OVERVIEW**

All organizations aim to be excellent. But often performance falls short of the goal. Part of the problem is, understanding just how good you have to be in everything you do.

Is your operational system and ability to execute new directives better than other organizations?

Do you have too many errors and a lack of innovation?

Operational excellence is a roadmap that can guide your organization down the path of excellence. This program will equip you with the knowledge, skills and behavioural competencies required to support an OPEX program and contribute significantly to the bottom line of your organization.

When operations excellence is done well your operational strategies and practices deliver enhanced operating risk reductions, get you the highest sustainable production, and guarantee the best possible human resource interaction.

Many OPEX methodologies reliably fail to deliver sustainable results, this program therefore is about empowering employees to use judgement on the front line.

It is not about perfection or performing activities it is about providing dramatic performance improvements and financial growth.

### **COURSE OBJECTIVES**

The objective of this program is not to make delegates experts in lean systems or six sigma, because they do not fully take the human element into account. The objective is to give an overview of various approaches to operational excellence while including the human factors that are so dependent on success.

Upon completion of this program delegates will be able to:

- *Prioritize opportunities for operational improvement.*
- *Increase the performance of their people by removing obstacles to their motivation.*
- *Move from a 'functional' to a 'value stream' view of the organization.*
- *Review methodologies available to support the operational excellence program.*
- *Use goal setting techniques to structure clear expectations of job performance.*
- *Select and use appropriate change management tools to reduce lead times waste and cost within your operations.*
- *Influence organizational culture and employee behaviour towards supporting the pursuit of operational excellence.*
- *Use teams to improve the quality and acceptance of decisions.*
- *Identify the processes useful to moving towards operational excellence.*

### **WHO SHOULD ATTEND**

This course is for anyone who wonders how top performing organizations make it happen. Whether you are an executive, manager, supervisor or foreman dealing with bottom line results, you will easily understand how to improve the present performance.



Objectives of R and R functions

The RACI matrix

RACI definition, layout and accountability indicator

**MODULE 4:      **Process Mapping****

*Session Activities:*      Introduction to business process mapping  
How to construct a process map  
Value stream mapping  
Six Sigma  
DMAIC  
Different process mapping approaches

**MODULE 5:      **The Goal Setting Process****

*Session Activities:*      Top level goals  
Cascading and translating  
Documenting goals  
A performance management system  
Operating Information reports

**MODULE 6:      **Monitoring Results****

*Session Activities:*      Documenting the results  
Progress update monitoring  
Giving feedback  
Performance appraisal assessment  
Job description linkage

**MODULE 7:      **The Barrier Removal Process****

*Session Activities:*      Motivating your employees  
Recognition program  
Training for excellence  
Conducting effective meetings

**MODULE 8:**           **The Innovation Equation**

*Session Activities:*           The cycle of innovation  
  How to foster innovation  
  Innovative leadership  
  A strategy for innovative talent management  
  How to let people go

**MODULE 9:**           **Strategy and Tactics**

*Session Activities:*           Aligning strategy and tactics to enhance performance  
  Responsibility and accountability  
  Gaining a tactical advantage  
  Speed versus profitability  
  The speed-profitability correlation

**MODULE 10:**         **Putting it all together**

*Session Activities:*           Assessing the gap  
  Develop the implementation plan  
  Define resources and steering team  
  The pilot project

**FACILITATOR/PRESENTER PROFILE**



**John B. Straker**  
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.  
[\(British National\)](#)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

### **Work Experiences in the Middle East and Qatar**

2012 Negotiation Skills for QP

2012 Leadership for QP

2012 Negotiation for QP

2012 Management for QP

2013 Supervisory Skills QAFCO

2013 Leadership for QP

2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational

level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.