

OPERATIONAL EXCELLENCE CERTIFICATION

As per International Standards



UNICHROME

Unichrone Training **Advantages**

- ✓ 3 Day Interactive Instructor –led Online Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Copy of courses content provided
- ✓ Lean Six Sigma Master Black Belt Trainer provided
- ✓ Get 16 hours contact hours(PDU's) Certificate
- ✓ Interactive session with Case Studies
- ✓ OPEX practice tests with detailed answers
- ✓ End-to-end support via phone, mail, and chat
- ✓ Exam fees included in the training course



Importance of Operational Excellence Training

- ✓ Operational Excellence or OPEX as it is commonly known is a very useful tool to attain the vision and mission of an organization. Multiple businesses struggle to achieve growth and productivity despite huge investments in infrastructure, innovations, and human resources. This is where an Operational Excellence Professional (OEP) comes in and helps organizations achieve sustainable profits while reducing costs and wastes.
- ✓ Operational Excellence Certification Training in from Unichrone provides professionals all the tools required to drive the overall growth of an organization. We provide industry-recognized training and certification to professionals working in the quality and process management field of a business. Our Operational Excellence training and certification is recognized globally across all industries like IT, manufacturing, healthcare, marketing, banking, etc. Through our interactive training and certification in Operational Excellence, professionals can identify, analyze, evaluate the business process, and formulate effective solutions.

About Unichrone



We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

**We've trained professionals across
global companies**

PHILIPS

AXCESS
FINANCIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DUPONT

DASHTI

GlobalSign

Triskele Labs

مصرف الراجحي
Al Rajhi Bank

DHL

ARASCO  **أراسكو**

ELIGIBILITY CRITERIA

- ✓ There are no prerequisites to attend this training. Anyone who wish to gain more knowledge on Quality Management can attend this course.

WHO SHOULD ATTEND

- ✓ Engineers / Professionals / Executives who want to understand Six Sigma as a management tool for process and performance improvement at their workplace Managers, Project Leaders, Senior Engineers, Black Belt Candidates and anyone who desires an understanding of Six Sigma principles and skills. Also, production managers, front line supervisors, quality professionals, and individuals who are responsible for improving quality and processes at an enterprise or departmental level, including champions and process owners

Operational Excellence Certification **Advantages**



CERTIFIES
YOUR TALENT



HELPS
BUILDING
VALUES



GLOBAL
RECOGNITION



PERFECT
EXECUTION



BUILDS
CUSTOMER
LOYALTY



MORE
EMPLOYABILITY
OPTIONS

Syllabus of Operational Excellence Training

Lesson 01 – Introduction to Operational Excellence Strategic Planning & Deployment for Initiatives

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|----|---|
| 1. | Importance of Strategic Planning |
| 2. | Hoshin Kanri Process Flow Four Phases |
| 3. | SWOT Analysis |
| 4. | PEST Analysis |

Lesson 02 – Organizational Process Management & Measures

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|----|---|
| 1. | Performance Measures |
| 2. | Balanced Scorecard |
| 3. | Key Performance Indicators (KPIs) & Metrics |
| 4. | Line of Sight – Measures to Strategies |

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Lesson 03 – Financial Measures

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|----|---------------------------------------|
| 1. | Net Present Value |
| 2. | Return-on-Investment (ROI) |
| 3. | Cost-Benefit Analysis (CBA) |
| 4. | Hard Cost, Soft Cost & Cost Avoidance |

Lesson 04 – Introduction to LEAN Management

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|-----|------------------------------|
| 1. | Learning Objectives |
| 2. | Key Deliverables |
| 3. | Analytical Tools in LEAN |
| 4. | Value Stream Mapping (VSM) |
| 5. | Spaghetti Diagrams |
| 6. | GEMBA Walk |
| 7. | Genchi Genbutsu |
| 8. | LEAN Methods / Toolkit |
| 9. | LEAN Principles |
| 10. | 5S |
| 11. | The Toyota 3M Model |
| 12. | Poka-Yoke / Mistake-Proofing |
| 13. | KANBAN |
| 14. | Push-Pull System / Strategy |
| 15. | Standardized Work |
| 16. | JIDOKA |
| 17. | Just-In-Time |

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Lesson 04 – Cycle-time Reduction

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|----|--------------------------------------|
| 1. | Visual Control or Management |
| 2. | Continuous Flow |
| 3. | Heijunka |
| 4. | Single-Minute Exchange of Die (SMED) |

Lesson 05 – KAIZEN

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|----|--------------------------------------|
| 1. | Meaning & Background of KAIZEN |
| 2. | Meaning & Background of KAIZEN Blitz |

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Lesson 06 – Process Characteristics

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|----|---|
| 1. | Primary Project Metrics |
| 2. | LEAD Time |
| 3. | Cycle Time |
| 4. | Turnaround Time (TAT) |
| 5. | Process Cycle Efficiency (PCE) |
| 6. | Yield |
| 7. | Impact of Hidden Factories on Project Metrics |

Lesson 07 – DMAIC Problem-Solving Process – An Overview

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| 1. | DEFINE Phase |
| 2. | Key Deliverables |
| 3. | Overview: DEFINE Phase |
| 4. | Voice of the Customer (VOC) |
| 5. | Critical-To-Quality (CTQ) |
| 6. | Project Charter |
| 7. | Defects Per Million Opportunities (DPMO) |
| 8. | S-I-P-O-C & C-O-P-I-S |
| 9. | Process Mapping & Flowcharting |

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Lesson 08– MEASURE Phase

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|----|--|
| 1. | Key Deliverables |
| 2. | Overview: MEASURE phase |
| 3. | Data Types |
| 4. | Operational Definition Worksheet (ODW) for base lining |
| 5. | Data Collection Plan / Form (DCP / DCF) |
| 6. | Process Capability Indices (PCI) |

Lesson 09 – ANALYZE Phase

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| 1. | Key Deliverables |
| 2. | Overview: ANALYZE Phase |
| 3. | Root Cause Analysis (RCA) |
| 4. | 5-WHY Analysis |
| 5. | Fault-tree Analysis (FTA) |
| 6. | Corrective Action-Preventive Action (CAPA) mechanism |
| 7. | Pareto Chart |
| 8. | Run Chart |
| 9. | Histogram |
| 10. | Box Plot |
| 11. | X-Shape Matrix |
| 12. | POPC Chart |

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Lesson 10 – IMPROVE Phase

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|----|---|
| 1. | Key Deliverables |
| 2. | Overview: IMPROVE Phase |
| 3. | Techniques for generating creative solution ideas |
| 4. | Tree Diagram |
| 5. | Failure Modes & Effects Analysis (FMEA) |
| 6. | Statistical Process Control (SPC) – An Overview |

Lesson 11 – CONTROL Phase

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| 1. | Key Deliverables |
| 2. | Overview: CONTROL Phase |
| 3. | Introduction to Control Charts |
| 4. | Control Chart Selection |
| 5. | Decision-making Tree Control Chart for Continuous Data:- <ul style="list-style-type: none">* X-bar & R-chart* X-bar & S-chart* Individual & Moving Ranges Chart |

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Lesson 12 – Control Chart for Discrete Data

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|----|---------------------------------|
| 1. | c-Chart (Number of Incidents) |
| 2. | u-Chart (Incidents Per Unit) |
| 3. | p-chart (Percent defective) |
| 4. | np-Chart (Number of Defectives) |

Lesson 13 – Process Management Charts

Lesson 14 – Process Control Plan (PCP)

Format of Operational Excellence Exam

| Examination Format | |
|----------------------------|---------------------------------|
| Exam Name | Operational Excellence Training |
| Exam Format | Open Book-Multiple choice |
| Total Questions & Duration | 30 Questions, 90 minutes |
| Passing Score | 70% |
| Exam Cost | Included in the training fee |

To get you fully prepared with the knowledge and skills for the Operational Excellence examination, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by Operational Excellence certified faculty, the practice tests are a true simulation of the Operational Excellence examination

Contact Us

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<https://unichrone.com/>

