



## Operations Excellence Advisor Certification Course Agenda

Program Overview and Introductions

Deming Profound Knowledge

Systems and Statistical Thinking

What is Operations Excellence?

Tangible and Intangible Outcomes from Operations Excellence

Introducing a System of Operations Excellence

The 5 Activities: Driving Super Value

- Purpose Activity - Establish & Communicate the Purpose of the Business
- System Activity - View the Organization, Function, or Project as System
- Measurement Activity - Establish a Scorecard for Superperformance
- Planning Activity - Plan for the Future
- Continual Improvement or Transformation Activity - Manage Individual & Team

Improvement & Transformation Efforts

- Models and Methodologies for Improvement
- Lean

Governance of the Five Activities

Going Forward: Group Project

- Fieldwork in Slack
- Coaching Practice
- Virtual Labs
- Re-certification Framework