



London TDM

Management and Leadership

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 16 November 2025 To 20 November 2025

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

Operational excellence is a cornerstone of sustainable business success. This comprehensive 5-day course, "Driving Operational Excellence through Leadership," is designed for leaders seeking to enhance their strategic impact, streamline processes, and foster a culture of continuous improvement within their organizations. Through insightful sessions, practical workshops, and interactive discussions, participants will gain the tools and knowledge necessary to lead their teams to high performance and operational excellence.

Objectives

- Understand the principles and frameworks of operational excellence.
- Develop leadership skills to drive process improvements.
- Learn strategies to foster a culture of continuous improvement.
- Enhance decision-making using data-driven insights.
- Design a personalized action plan for sustainable operational excellence.

Course Outlines

Day 1: Foundations of Operational Excellence

- Introduction to operational excellence and its significance.
- Key principles and frameworks: Lean, Six Sigma, and Kaizen.
- Role of leadership in driving operational excellence.
- Case studies: Successful transformations in various industries.
- Interactive discussion: Assessing current state of operational efficiency.

Day 2: Leadership and Strategic Vision

- Building a strategic vision for operational excellence.
- Leadership styles and their impact on organizational culture.
- Communicating vision and aligning team objectives.
- Engaging and empowering employees for high performance.
- Workshop: Developing a leadership action plan.

Day 3: Process Improvement and Innovation

- Identifying and analyzing core processes and workflows.
- Tools and techniques for process improvement.
- Fostering a culture of innovation and continuous improvement.
- Data-driven decision-making and problem-solving.
- Practical session: Mapping and re-engineering processes.

Day 4: Building a Culture of Continuous Improvement

- Strategies to instill a culture of continuous improvement.
- Aligning teams around common goals and metrics.
- Implementing performance measurement systems.
- Overcoming resistance to change and sustaining momentum.
- Group activity: Designing a continuous improvement plan.

Day 5: Implementation and Action Planning

- Integrating operational excellence into organizational strategy.
- Tools for monitoring and sustaining operational improvements.
- Leadership accountability and performance reviews.
- Best practices for effective change management.
- Final workshop: Creating a personalized roadmap for operational excellence.