

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

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



BUILDS
CUSTOMER
LOYALTY



HELPS
BUILDING
VALUES



PERFECT
EXECUTION



GLOBAL
RECOGNITION



MORE
EMPLOYABILITY
OPTIONS

Syllabus of Operational Excellence Training

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

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

Lesson 02 – Organizational Process Management & Measures

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

Syllabus of Operational Excellence Training

Lesson 03 – Financial Measures

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

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

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

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

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

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

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

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:- * 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 Unichrome 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/>

