

Syllabus Master Certification Program

Accredited with the M-OpEx Title

Equipped for Excellence



Master of Operational Excellence *M-OpEx* Certification Program



Safety is the basis for all improvements and must come first. In **this** Program you will learn more about safety, methods like 60 seconds to think ***** and the importance of ensuring that **safety** is present in all that you do.



The program is designed to ensure that **a** Certified Professional can “**H**it the ground running” in any organization using **our** Operational Excellence system.



For the individual it means that you can bring exceptional value to the organization, ***** its employees and **stakeholders**.

Brand Promise



OpEx is not new but it is our passion.
We are *frustrated* about how people have been
trained to use it in the past.
We are here to *change* that and *empower* people
at every level.

Benefits for You

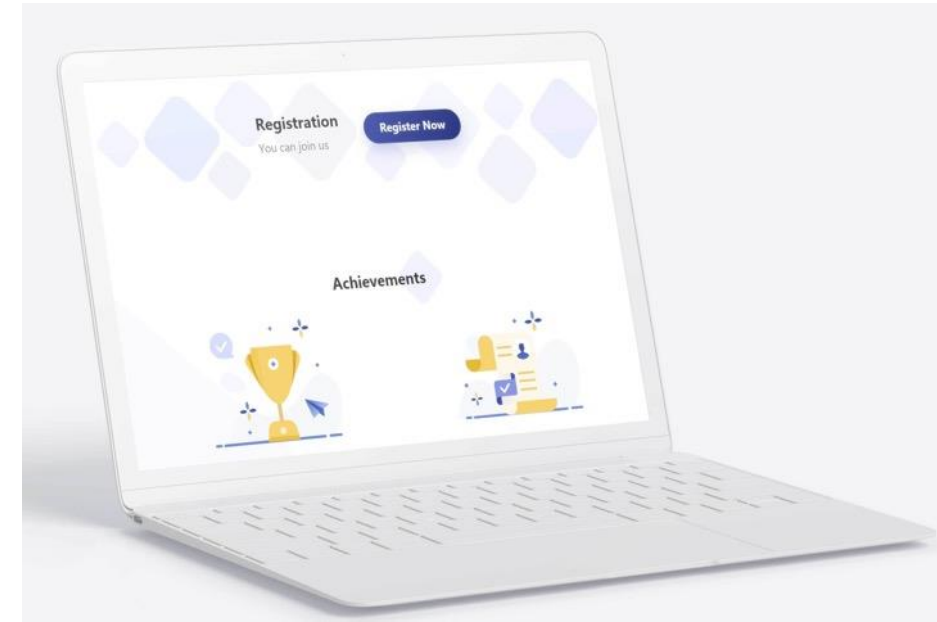
What is the most rewarding achievement and recognition for an individual who has participated or led an improvement project that has been successful?

- They become recognized as leaders in the organization and especially in the team they're working in.
- Many experience positive career development; they get recognized in the business as a person that improves and supports the business and supports other people in the organization.
- On many occasions this has shown up as a career advancement, a new position, and sometimes a position that didn't even exist in the past?



Benefits for Your Business

- A safe work environment where nobody gets hurt, with a culture of continuous improvement.
- A well-trained critical mass of people that deliver outstanding business results.
- Improving your business KPIs is the norm.
- Attracting and retaining the best talent is now easier and develops a culture of belonging.



General Information

The Total Program has 16 Courses

- Course 1. Seeing The Whole System
- Course 2. Practitioner of OpEx Recap and Summary
- Course 3. Specialist of OpEx Recap and Summary
- Course 4. Management strategy and commitment
- Course 5. Mission, Vision, Strategy and Deployment (Hoshin Kanri)
- Course 6. Balanced Score card
- Course 7. Change Management
- Course 8. Professional/Planned Maintenance Pillar
- Course 9. Quality & Process Control 2 Pillar
- Course 10. Lean Flow/Logistics Pillar
- Course 11. Early Equipment Management Pillar
- Course 12. Environment Pillar
- Course 13. Advanced Methods & Tools
- Course 14. Roll out Planning
- Course 15. Effective Auditing system and behaviors
- Course 16. Master of Operational Excellence summary



Course 1 Seeing The Whole System

- Core tools
 - Why do we need tools?
 - Training others
- PDCA – Plan Do Check Act
- 3 Phases of change
- SMART
- 5S
- KPI Management
- Pareto
- OEE Overall Equipment Effectiveness
- SMED
- 5 Why
- Ishikawa



Course 2 Practitioner of OpEx Recap and Summary

- Summary of all Courses in the Practitioner Program

Recap to build on the Practitioner Program Knowledge and Skills.





GET CERTIFIED
OPERATIONAL EXCELLENCE

Course 3 Specialist of OpEx Recap and Summary

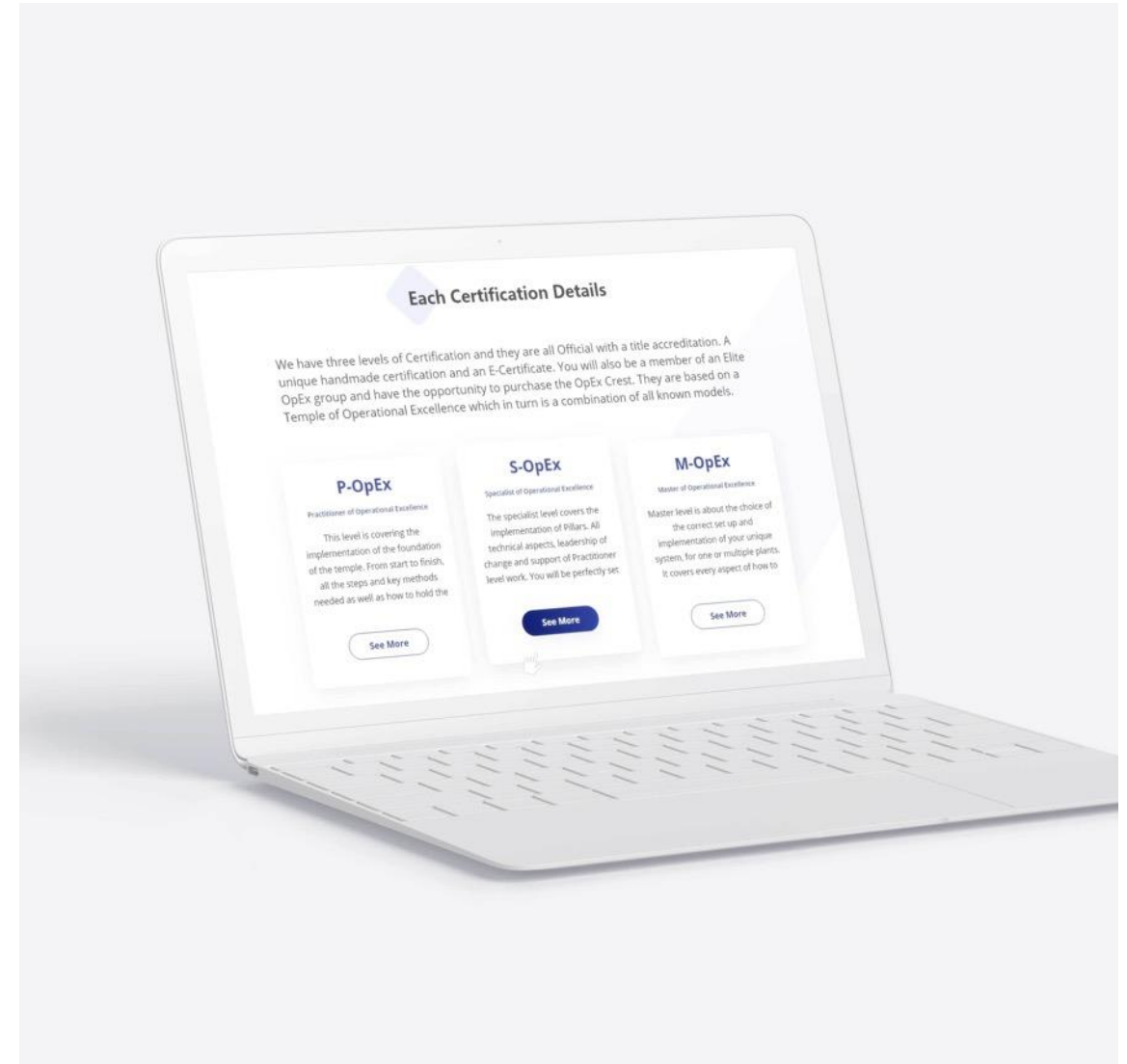
- Summary of all Courses in the Specialist Program

Recap to build on the Specialist Program Knowledge and Skills.



Course 4 Management Strategy & Commitment

- Who should be in the team?
- Roles and Responsibilities
- The 6 Management Routines





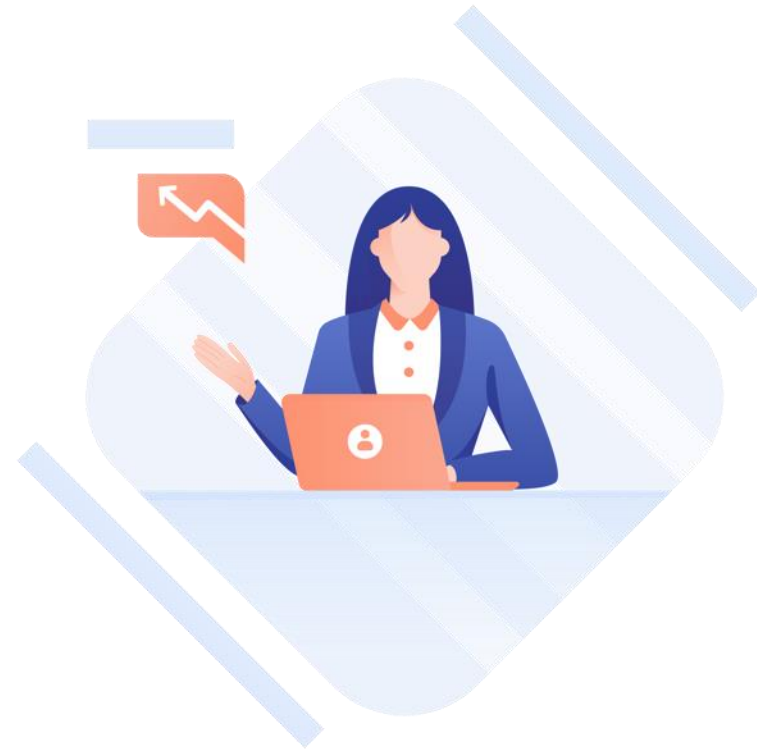
Course 5

Mission, Vision, Strategy and Deployment

- Defining the team mission
- Developing your vision
- Design your strategy
- Strategy deployment
- Humanistic aspects - Hopes & Fears

Course 6 Balanced Scorecard

- Finance Element
 - Develop the correct strategy to improve your company's 'BOTTOM LINE'.
- Customer Element
 - Ensure the VALUE you give to your customer is one they are delighted with.
- Internal Improvements Element
 - Build stable and sound operations into your business to GUARANTEE you meet your customers expectations.
- Capacity Element
 - Develop and design the most up to date and technical processes, whilst ensuring your WORKFORCE has the skills and knowledge to use it.



Course 7

Change management

Building the process of change
with Kotter's 8 steps

- Create a sense of urgency
- Building a guiding team
- Develop your vision
- Communicate for buy-in
- Empower action
- Create short term wins
- Don't let up
- Make it stick



Course 8

Professional/Planned Maintenance Pillar

- Mission and Objective of The Pillar
- How to launch a Pillar
- Loss Intelligence
- Loss Eradication
- Loss Prevention
- Pillar Methods and Tools
- Course review and lessons learned



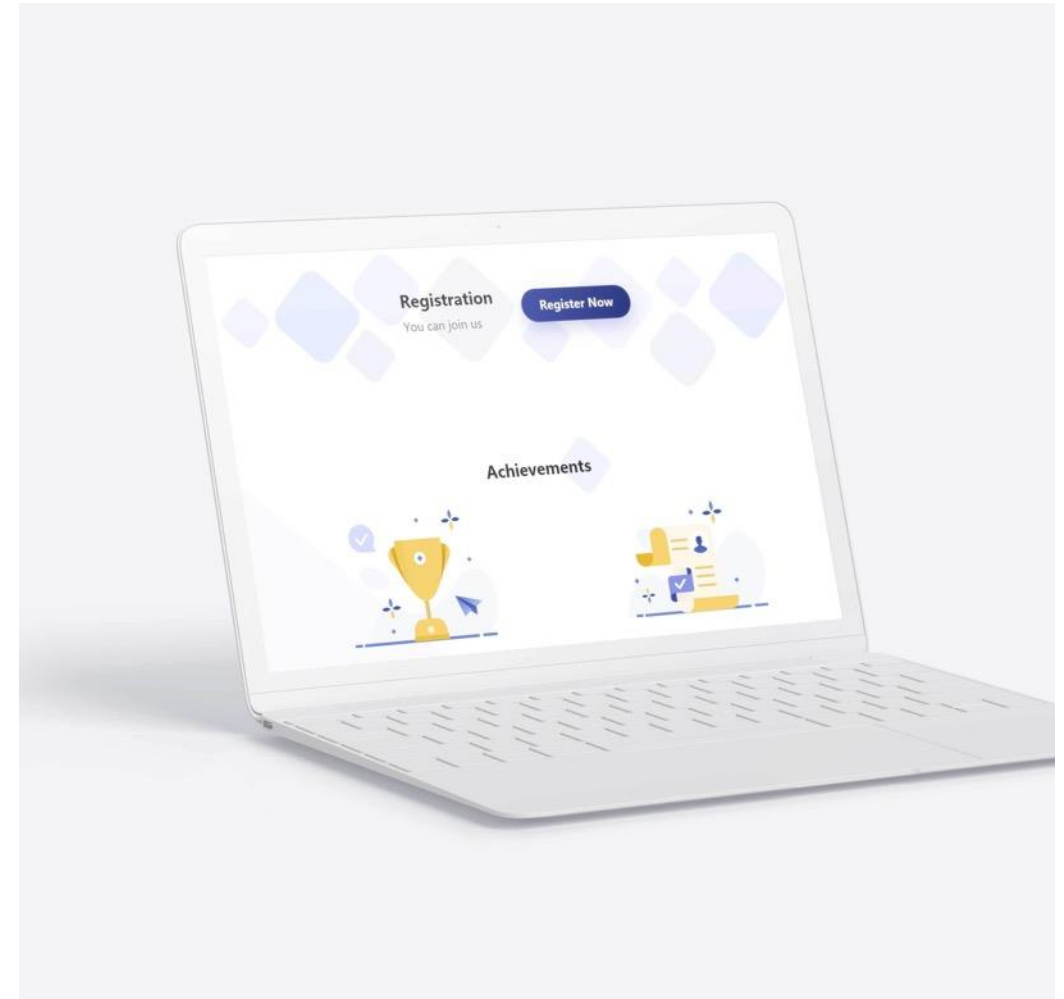
Course 9 Lean Flow/Logistics Pillar

- Mission and Objective of The Pillar
- How to launch a Pillar
- Loss Intelligence
- Loss Eradication
- Loss Prevention
- Pillar Methods and Tools
- Course review and lessons learned



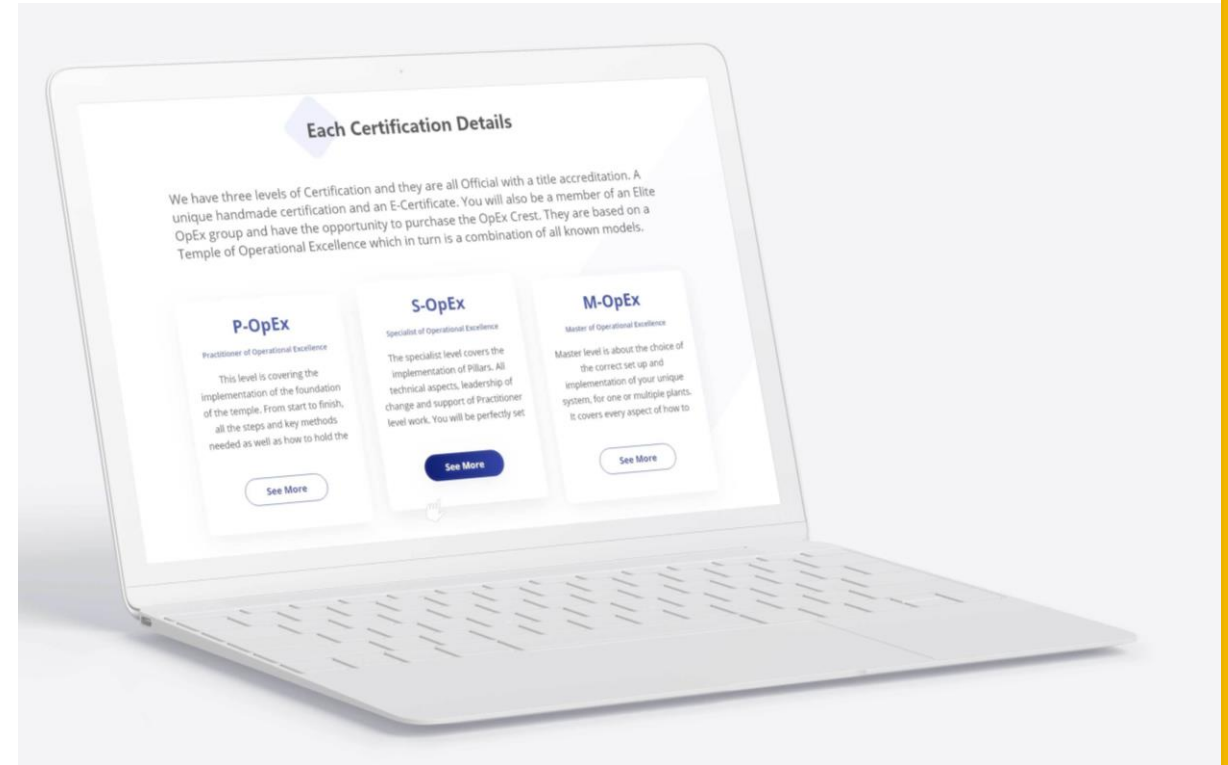
Course 10 Quality & Process Control Pillar 2

- Mission and Objective of The Pillar
- How to launch a Pillar
- Loss Intelligence
- Loss Eradication
- Loss Prevention
- Pillar Methods and Tools
- Course review and lessons learned



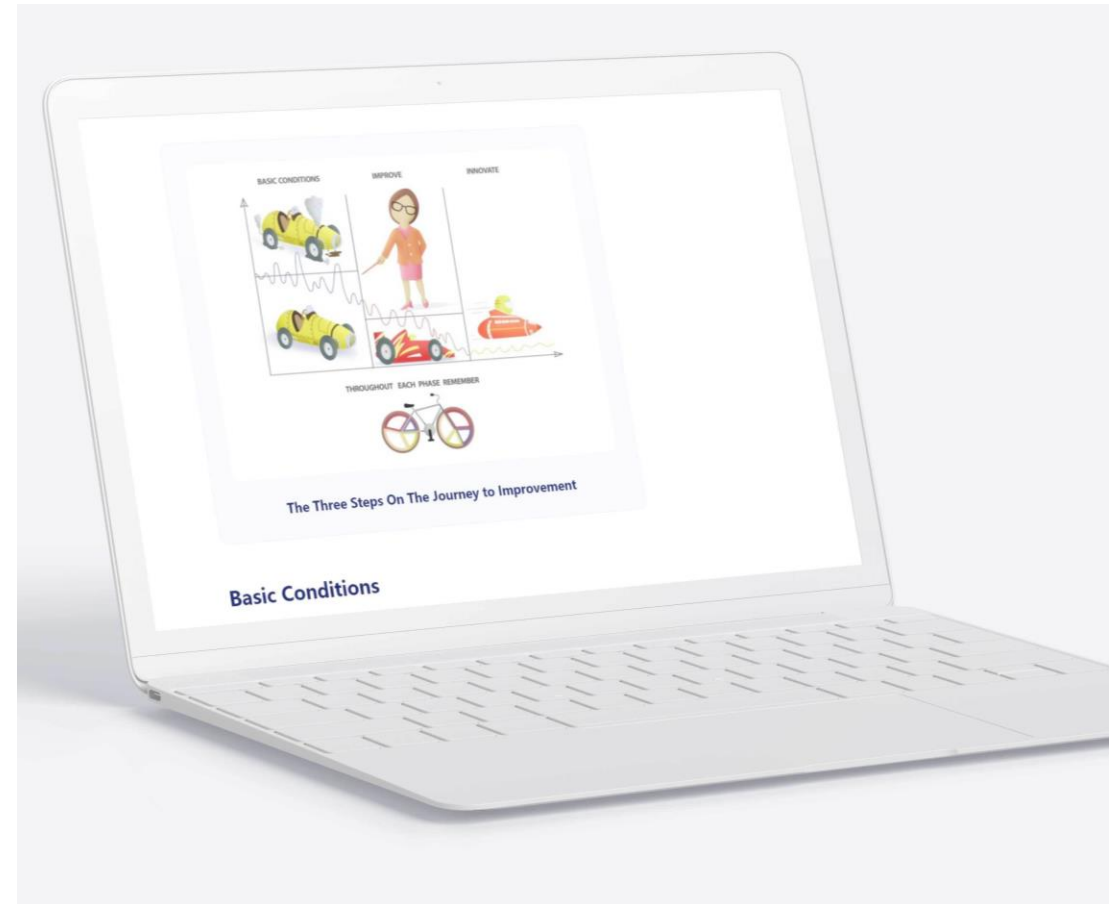
Course 11 Early Equipment Management Pillar

- Mission and Objective of The Pillar
- How to launch a Pillar
- Loss Intelligence
- Loss Eradication
- Loss Prevention
- Pillar Methods and Tools
- Course review and lessons learned



Course 12 Environment Pillar

- Mission and Objective of The Pillar
- How to launch a Pillar
- Loss Intelligence
- Loss Eradication
- Loss Prevention
- Pillar Methods and Tools
- Course review and lessons learned



Course 13 Advanced Methods & Tools

- Analysis methods (Makigami, etc.)
- How to build your own method
- Advanced Kaizen
- FIRO Team development
- Coaching others



Course 14 Roll out planning

- Implementation phases
- Technical steps
- Humanistic steps
- Organizational alignment
- Resources and support needed



Course 15 Effective auditing system and behaviors

- Audit structure and levels
- How to act to be an effective auditor
- Benefits from successful audits



Course 16 Master of Operational Excellence Summary



- Summary of key points for all Courses
- Final review before Certification Test

The Process

- Qualify by passing the Practitioner & Specialist Program or The Pre-Qualification Programs
- Learn at your own pace using E-Learning
- Take the Certification Test
- Present a Project
- Achieve MASTER Level M-OpEx

