

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Operational Excellence Manager Professional



LAPT — London Academy of Professional Training

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Reference MSPC-OE-02 • Management Centres

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AT A GLANCE

REFERENCE	MSPC-OE-02
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Change Management Strategies

5 chapters · 30 classes 65 marks

• 1 Foundations of Change Management: Understanding the Need for Change — 6 classes

› 1.1 Identify the Drivers of Change in Organizations

› 1.2 Analyze the Impact of Change on Stakeholders

› 1.3 Explore Theories and Models of Change Management

› 1.4 Assess Organizational Readiness for Change Initiatives

› 1.5 Develop a Change Vision and Objectives

› 1.6 Create an Action Plan for Implementing Change

• 2 Change Models and Frameworks: Tools for Effective Transformation — 6 classes

› 2.1 Explore the Importance of Change Models in Organizational Transformation

› 2.2 Analyze Key Change Management Theories and Their Applications

› 2.3 Compare and Contrast Popular Change Frameworks: Pros and Cons

› 2.4 Identify the Stages of Change Using the ADKAR Model

› 2.5 Develop a Customized Change Framework for Your Organization

› 2.6 Implement Effective Change Strategies Using Real-World Case Studies

• 3 Stakeholder Engagement: Building Support for Change — 6 classes

› 3.1 Identify Key Stakeholders in Change Initiatives

› 3.2 Analyze Stakeholder Interests and Concerns

› 3.3 Develop Effective Communication Strategies for Stakeholder Engagement

› 3.4 Foster Relationships Through Active Listening Techniques

› 3.5 Build Coalitions: Engaging Influencers and Advocates

› 3.6 Measure Stakeholder Support and Adjust Engagement Strategies

• 4 Communication Strategies: Conveying Change Effectively — 6 classes

› 4.1 Identify Key Stakeholders in Change Communication

› 4.2 Develop Clear Messaging for Change Initiatives

› 4.3 Utilize Different Communication Channels for Maximum Impact

› 4.4 Engage Employees Through Active Listening Techniques

› 4.5 Overcome Resistance by Addressing Concerns Transparently

› 4.6 Evaluate Communication Effectiveness and Adjust Strategies

• 5 Measuring Change Success: Metrics and Continuous Improvement — 6 classes

› 5.1 Define Success: Identifying Key Metrics for Change Initiatives

› 5.2 Develop Baseline Measurements: Establishing a Starting Point

› 5.3 Implement Continuous Feedback Mechanisms: Gathering Real-Time Data

› 5.4 Analyze Data: Interpreting Metrics for Improvement Opportunities

› 5.5 Evaluate Change Outcomes: Assessing the Impact of Implemented Strategies

› 5.6 Foster a Culture of Continuous Improvement: Encouraging Ongoing Development

• 1 Foundations of Leadership in Operational Excellence — 6 classes

- › 1.1 Define Operational Excellence and Its Importance in Leadership
- › 1.2 Explore Core Leadership Theories and Their Application
- › 1.3 Identify Key Traits of Effective Leaders in Operational Settings
- › 1.4 Analyze the Role of Team Dynamics in Leadership Success
- › 1.5 Develop Strategies for Effective Team Communication and Collaboration
- › 1.6 Create an Action Plan for Personal Leadership Development

• 2 Building High-Performing Teams: Strategies and Techniques — 6 classes

- › 2.1 Define Characteristics of High-Performing Teams
- › 2.2 Assess Team Dynamics and Roles
- › 2.3 Foster Effective Communication Strategies
- › 2.4 Implement Collaborative Problem-Solving Techniques
- › 2.5 Develop a Team Performance Measurement Framework
- › 2.6 Apply Techniques for Continuous Team Improvement

• 3 Effective Communication and Influence in Leadership — 6 classes

- › 3.1 Understand the Foundations of Effective Communication in Leadership
- › 3.2 Explore Different Communication Styles and Their Impact on Teams
- › 3.3 Develop Active Listening Skills to Enhance Team Engagement
- › 3.4 Apply Persuasion Techniques to Influence Team Decisions
- › 3.5 Utilize Nonverbal Communication to Strengthen Leadership Presence
- › 3.6 Implement Feedback Strategies to Foster Open Communication within Teams

• 4 Fostering a Culture of Continuous Improvement — 6 classes

- › 4.1 Identify Key Elements of a Continuous Improvement Culture
- › 4.2 Analyze Leadership Styles That Foster Improvement
- › 4.3 Develop a Strategy for Encouraging Team Engagement
- › 4.4 Implement Tools for Effective Feedback and Communication
- › 4.5 Evaluate Team Performance and Identify Improvement Opportunities
- › 4.6 Create an Action Plan for Sustaining Continuous Improvement

• 5 Conflict Resolution and Adaptive Leadership in Teams — 6 classes

- › 5.1 Identify Common Sources of Conflict in Teams
- › 5.2 Explore the Role of Emotional Intelligence in Conflict Resolution
- › 5.3 Analyze Conflict Resolution Styles and Their Impact on Team Dynamics
- › 5.4 Develop Active Listening Skills for Effective Communication
- › 5.5 Implement Adaptive Leadership Techniques for Managing Conflict
- › 5.6 Create a Conflict Resolution Action Plan for Team Scenarios

• 1 Understanding Operational Processes: Key Concepts and Terminology — 6 classes

- › 1.1 Define and Distinguish Key Operational Process Terms
- › 1.2 Identify the Components of Operational Processes
- › 1.3 Explain the Importance of Process Mapping
- › 1.4 Assess the Role of Inputs and Outputs in Operations
- › 1.5 Analyze Common Operational Process Models
- › 1.6 Apply Key Concepts to Real-World Operational Scenarios

• 2 Mapping and Identifying Process Flows — 6 classes

- › 2.1 Define Key Components of Process Flows
- › 2.2 Illustrate Process Flow Diagrams Using Standard Symbols
- › 2.3 Analyze Current Processes to Identify Bottlenecks
- › 2.4 Develop a Mapping Template for Process Documentation
- › 2.5 Evaluate Process Flow Efficiency Using Case Studies
- › 2.6 Create an Action Plan for Optimizing Process Flows

• 3 Data Collection and Analysis Techniques — 6 classes

- › 3.1 Identify Key Data Sources for Operational Excellence
- › 3.2 Utilize Qualitative and Quantitative Data Collection Methods
- › 3.3 Implement Effective Survey Design Techniques
- › 3.4 Analyze Data Using Statistical Tools and Software
- › 3.5 Interpret Data Findings for Operational Improvement
- › 3.6 Develop Actionable Insights from Data Analysis

• 4 Identifying Process Inefficiencies and Improvement Opportunities — 6 classes

- › 4.1 Analyze Current Processes to Identify Key Inefficiencies
- › 4.2 Map Process Workflows for Visual Understanding
- › 4.3 Employ Root Cause Analysis Techniques on Process Issues
- › 4.4 Quantify Process Performance Metrics for Improvement Insights
- › 4.5 Explore Best Practices and Benchmarking for Effective Change
- › 4.6 Develop Action Plans to Implement Process Improvements

• 5 Implementing and Measuring Process Improvements — 6 classes

- › 5.1 Identify Key Areas for Process Improvement
- › 5.2 Analyze Current Processes Using Data Metrics
- › 5.3 Design Effective Process Improvement Strategies
- › 5.4 Implement Lean Techniques for Enhanced Efficiency
- › 5.5 Create a Framework for Measuring Improvement Outcomes
- › 5.6 Review and Adjust Processes Based on Data Feedback

• 1 Understanding Key Performance Indicators (KPIs) — 6 classes

- › 1.1 Define Key Performance Indicators (KPIs) and Their Importance
- › 1.2 Identify Different Types of KPIs in Business Contexts
- › 1.3 Understand the SMART Criteria for Effective KPIs
- › 1.4 Analyze Examples of Successful KPI Implementation
- › 1.5 Create Your Own KPIs for Specific Business Objectives
- › 1.6 Evaluate and Adjust KPIs Based on Performance Feedback

• 2 Data Collection Methods for Performance Evaluation — 6 classes

- › 2.1 Identify Key Data Collection Methods for Performance Evaluation
- › 2.2 Assess the Strengths and Limitations of Quantitative Data Collection
- › 2.3 Explore Qualitative Data Collection Techniques for Insightful Evaluation
- › 2.4 Design a Data Collection Plan for Effective Performance Measurement
- › 2.5 Implement Ethical Considerations in Data Collection Processes
- › 2.6 Analyze Data Collection Outcomes to Drive Performance Improvements

• 3 Analyzing Performance Data: Tools and Techniques — 6 classes

- › 3.1 Identify Key Performance Indicators (KPIs) for Effective Analysis
- › 3.2 Utilize Statistical Tools to Interpret Performance Data
- › 3.3 Apply Data Visualization Techniques to Enhance Understanding
- › 3.4 Conduct Benchmarking to Compare Performance Metrics
- › 3.5 Implement Root Cause Analysis for Performance Improvement
- › 3.6 Develop Action Plans Based on Performance Evaluation Findings

• 4 Developing Performance Improvement Plans — 6 classes

- › 4.1 Identify Key Performance Indicators for Improvement Plans
- › 4.2 Analyze Current Performance Gaps in Operations
- › 4.3 Set SMART Goals to Drive Performance Improvement
- › 4.4 Develop Actionable Strategies for Performance Enhancement
- › 4.5 Implement Monitoring Mechanisms to Track Progress
- › 4.6 Evaluate and Adjust Performance Improvement Plans Based on Results

• 5 Assessing the Impact of Performance Measurement — 6 classes

- › 5.1 Define Key Concepts in Performance Measurement
- › 5.2 Identify Different Types of Performance Metrics
- › 5.3 Analyze the Relationship Between Performance Measurement and Organizational Goals
- › 5.4 Evaluate the Effectiveness of Current Performance Measurement Systems
- › 5.5 Develop Strategies for Enhancing Performance Measurement Processes
- › 5.6 Implement Best Practices for Continuous Performance Evaluation

• 1 Fundamentals of Project Management in Operational Excellence

— 6 classes

- › 1.1 Define Key Concepts in Project Management for Operational Excellence
- › 1.2 Identify the Project Life Cycle Stages Relevant to Operational Excellence
- › 1.3 Recognize Stakeholder Roles and Responsibilities in Projects
- › 1.4 Develop SMART Objectives for Operational Projects
- › 1.5 Apply Risk Management Techniques to Enhance Project Success
- › 1.6 Create an Action Plan for Implementing Project Management Best Practices

• 2 Project Life Cycle and Methodologies for Operational Improvement — 6 classes

- › 2.1 Define the Project Life Cycle and its Stages
- › 2.2 Identify Key Project Management Methodologies
- › 2.3 Analyze the Benefits of Each Methodology for Operational Improvement
- › 2.4 Develop a Project Charter for Operational Excellence Initiatives
- › 2.5 Plan Effective Project Scope and Objectives for Success
- › 2.6 Evaluate Project Outcomes to Drive Continuous Improvement

• 3 Stakeholder Engagement and Communication Strategies — 6 classes

- › 3.1 Identify Key Stakeholders
- › 3.2 Analyze Stakeholder Needs and Expectations
- › 3.3 Develop Effective Communication Plans
- › 3.4 Utilize Engagement Techniques for Stakeholder Buy-In
- › 3.5 Monitor and Evaluate Stakeholder Engagement Outcomes
- › 3.6 Adjust Communication Strategies Based on Feedback

• 4 Risk Management and Problem-Solving in Projects

• 5 Evaluating Project Success and Driving Continuous Improvement

• 1 Foundations of Strategic Improvement Methodologies — 6 classes

- › 1.1 Identify Core Principles of Strategic Improvement
- › 1.2 Analyze Key Methodologies in Strategic Improvement
- › 1.3 Differentiate Between Qualitative and Quantitative Improvement Techniques
- › 1.4 Evaluate the Role of Leadership in Strategic Improvement
- › 1.5 Implement a Strategic Improvement Framework
- › 1.6 Measure Outcomes and Assess Impact of Improvement Strategies

• 2 Data-Driven Decision Making for Improvements — 6 classes

- › 2.1 Analyze Key Performance Indicators for Effective Decision Making
- › 2.2 Collect and Organize Data for Strategic Insights
- › 2.3 Interpret Data Trends to Identify Improvement Opportunities
- › 2.4 Utilize Statistical Tools for Data Analysis
- › 2.5 Develop Actionable Strategies from Data Findings
- › 2.6 Evaluate the Impact of Data-Driven Decisions on Performance

• 3 Lean Thinking and Value Stream Mapping — 6 classes

- › 3.1 Understand Lean Thinking Principles
- › 3.2 Identify Waste in Processes
- › 3.3 Explore the Concept of Value in Lean
- › 3.4 Introduction to Value Stream Mapping
- › 3.5 Create a Value Stream Map for Your Process
- › 3.6 Analyze and Improve Your Value Stream Mapping Outcomes

• 4 Applying Six Sigma Tools for Strategic Improvement — 6 classes

- › 4.1 Understand the Fundamentals of Six Sigma
- › 4.2 Identify Define Phase Tools in Six Sigma
- › 4.3 Apply Measure Phase Techniques for Data Collection
- › 4.4 Explore Analyze Phase Methods to Identify Root Causes
- › 4.5 Implement Improve Phase Strategies for Process Enhancement
- › 4.6 Evaluate Control Phase Tools for Sustaining Improvements

• 5 Integrating Continuous Improvement into Organizational Culture
— 6 classes

- › 5.1 Identify Key Elements of a Continuous Improvement Culture
- › 5.2 Analyze Barriers to Implementing Continuous Improvement
- › 5.3 Develop Strategies for Engaging Employees in Improvement Initiatives
- › 5.4 Design an Effective Communication Plan for Continuous Improvement
- › 5.5 Implement Metrics to Measure Continuous Improvement Success
- › 5.6 Create an Action Plan for Sustaining Continuous Improvement Practices