

# Operational Excellence



July 23 to 25, 2024



City Campus, IBA Karachi

# Program Overview

Operational Excellence is concerned with the design, management, and improvement of operating systems and processes. The program would seek to address the question of how to gain competitive advantage through operational excellence. The program would focus on understanding challenges confronting firms competing in today's demanding environment. We shall cover issues related to alignment of operations strategy with operating system design and execution, operational best practices such as lean management and Toyota Production System, and challenges in measurement of performance. Modern practices such as design thinking for problem solving and continuous improvement in the operating model will also be explored.

# Learning Outcomes

- The participants will be able to:
- Understand the role of operations strategy in organizational success and important trade-offs in the development of operations strategy
- Design and execute internally consistent and successful operating systems
- Apply tools, techniques and concepts needed to achieve operational excellence
- Understand and apply lean management in manufacturing and service operations
- Develop operational performance indicators and align operations to enhance the organizational performance
- Apply design thinking to solve operational problems for continuous improvement



**Operational excellence** is not just about **efficiency** and **productivity**; it's about **building a culture** of continuous **improvement** and **delivering value** to customers.

**think**  
out of the  
**box**

# Topics Covered

- Operations Strategy
- Operational Performance
- Lean Management
- Toyota Production System
- Production Management
- Product Design & Innovation Process
- Integrated Planning
- Inventory Management
- Continuous Improvement

## Investment

PKR 90,000 +5% SST



**30,000+**  
Participants Trained



**16,00+**  
Training since 2009



**225+**  
Companies



**80+**  
Trainers

## Who Should Attend

- Mid-tier professionals who want to grow in the field of Operations & Supply Chain must understand the operations streams and highways to be adopted for their career progression.
- Senior Departmental Heads and C-Suite professionals who are leading different functions
- The participants may belong to both manufacturing and service operations.



## Trainers:



**Dr. Rameez Khalid**  
Associate Professor, IBA, Karachi



**Dr. Kamran Mumtaz**  
Assistant Professor, IBA Karachi



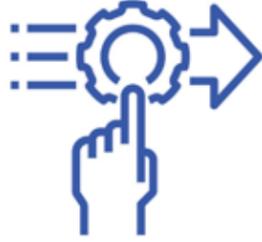
**Faisal Jalal**  
Visiting Faculty, IBA, Karachi

For detailed trainer profile please visit website [cee.iba.edu.pk/faculty](http://cee.iba.edu.pk/faculty)

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