



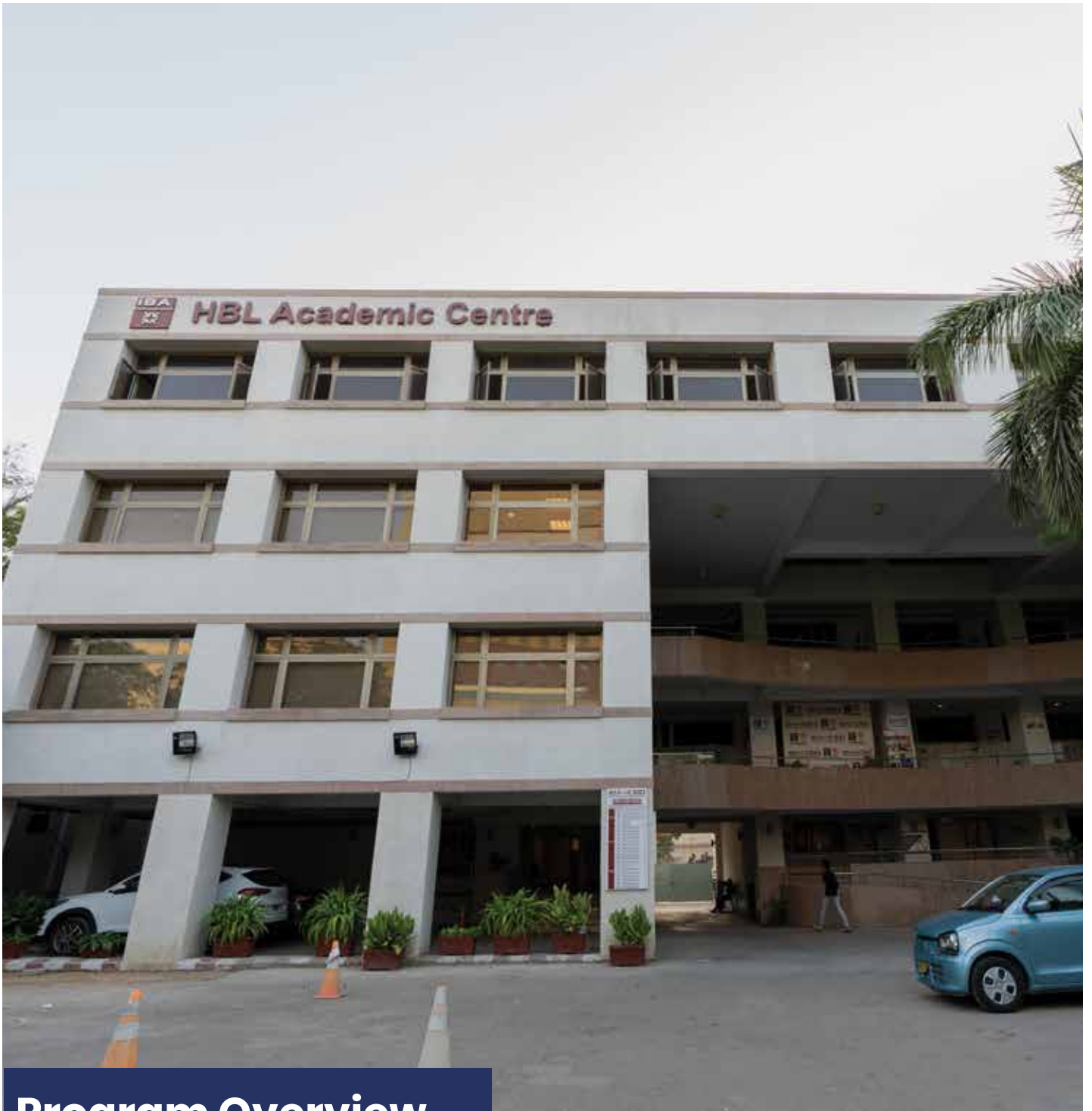
# Operational Excellence



July 28 – 30, 2025



City Campus, IBA Karachi



## Program Overview

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

# Course Outline

- Operations Strategy
- Operational Performance
- Lean Management
- The Toyota Production System
- Production Management
- Product Design and the Innovation Process
- Integrated Planning
- Inventory Management
- Continuous Improvement
- Design Thinking

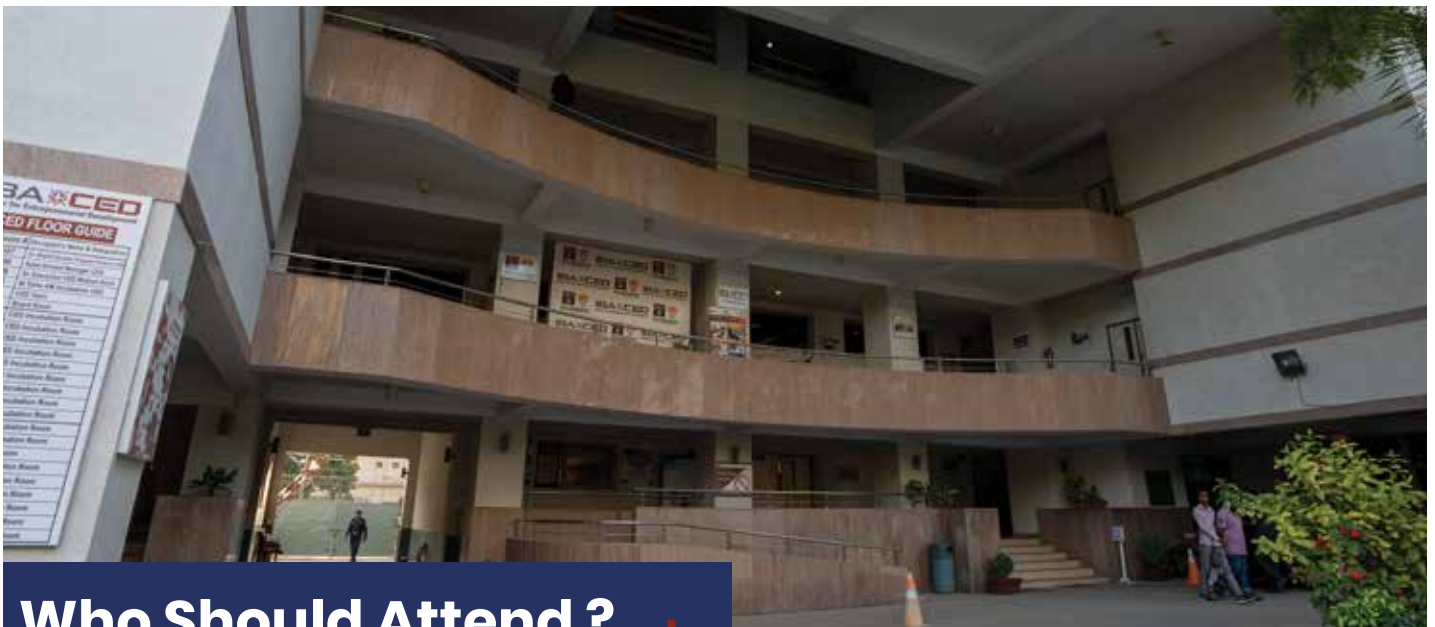


## PROGRAM LEARNING OUTCOMES

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





## Who Should Attend ?

- Mid-tier professionals who want to grow in the field of Operations & Supply Chain must understand the operational pathways and strategic streams to be adopted for their career progression.
- Senior Departmental Heads and C-Suite professionals who are leading different functions and are also part of executive committees will benefit from this course in their decision-making once they develop a strong understanding of Operational Excellence.
- Participants may come from either manufacturing or service operations.

## Trainers Profile



### **Dr. Rameez Khalid**

Associate Professor,  
IBA Karachi



### **Faisal Jalal**

Visiting Faculty,  
IBA Karachi



### **Dr. Kamran Mumtaz**

Associate Professor,  
IBA Karachi



## Fee Structure

**PKR 135,000/-** (plus 5% Tax)



For Registration

**SCAN  
HERE**

## Contact Us



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