

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Operational Excellence Professional



LAPT — London Academy of Professional Training

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Reference MSPC-OE-01 • Management Centres

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AT A GLANCE

REFERENCE	MSPC-OE-01
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 45 marks

• 1 Understanding Change Management Fundamentals — 6 classes

› 1.1 Define Change Management and Its Importance

› 1.2 Identify Types of Change in Organizations

› 1.3 Explore Key Models of Change Management

› 1.4 Analyze Stakeholder Impact During Change Initiatives

› 1.5 Develop Strategies for Managing Resistance to Change

› 1.6 Implement a Change Management Plan: Best Practices

• 2 Identifying Drivers of Change in Organizations — 6 classes

› 2.1 Define Key Concepts of Change in Organizations

› 2.2 Identify Internal Drivers of Change: Culture and Structure

› 2.3 Explore External Drivers of Change: Market Trends and Competition

› 2.4 Analyze the Role of Technology as a Driver of Change

› 2.5 Evaluate Stakeholder Influence on Change Initiatives

› 2.6 Develop a Strategy to Communicate Change Drivers Effectively

• 3 Models and Frameworks of Change Management — 6 classes

› 3.1 Explore Key Change Management Models

› 3.2 Analyze the ADKAR Model for Effective Change

› 3.3 Evaluate Lewin's Change Management Framework

› 3.4 Apply Kotter's 8-Step Process in a Case Study

› 3.5 Compare and Contrast Change Management Frameworks

› 3.6 Design a Custom Change Management Strategy

• 4 Strategies for Effective Change Communication — 6 classes

› 4.1 Identify Key Stakeholders in Change Communication

› 4.2 Develop a Clear Change Message Framework

› 4.3 Utilize Multiple Channels for Effective Messaging

› 4.4 Foster Two-Way Communication During Change

› 4.5 Tailor Communication Strategies to Diverse Audiences

› 4.6 Evaluate and Adjust Communication Plans Based on Feedback

• 5 Measuring and Sustaining Change in Organizations — 6 classes

› 5.1 Define Key Metrics for Measuring Change Effectiveness

› 5.2 Identify Tools for Monitoring Change Progress

› 5.3 Analyze Data to Evaluate Change Outcomes

› 5.4 Develop Strategies for Sustaining Change Efforts

› 5.5 Create a Communication Plan for Change Sustainability

› 5.6 Implement Continuous Improvement Practices Post-Change

• 1 Understanding Data Fundamentals for Decision Making — 6 classes

classes

- › 1.1 Define Key Data Concepts for Decision Making
- › 1.2 Identify Different Types of Data and Their Uses
- › 1.3 Explore Data Collection Methods and Best Practices
- › 1.4 Analyze Data Quality and Its Impact on Decisions
- › 1.5 Apply Statistical Techniques for Data Interpretation
- › 1.6 Develop a Data-Driven Decision-Making Framework

• 2 Descriptive Statistics and Data Visualization Techniques — 6 classes

classes

- › 2.1 Explore Measures of Central Tendency
- › 2.2 Analyze Measures of Variability
- › 2.3 Understand Distribution Shapes and Their Importance
- › 2.4 Construct Effective Data Visualizations
- › 2.5 Interpret Visual Data Representations
- › 2.6 Apply Descriptive Statistics to Real-World Scenarios

• 3 Inferential Statistics for Decision-Making Insights — 6 classes

- › 3.1 Understand the Basics of Inferential Statistics
- › 3.2 Explore Key Concepts: Populations and Samples
- › 3.3 Apply Confidence Intervals to Real-World Scenarios
- › 3.4 Test Hypotheses Using Statistical Methods
- › 3.5 Interpret P-Values in Decision Making Contexts
- › 3.6 Utilize Regression Analysis for Predictive Insights

• 4 Predictive Analytics and Decision Modeling — 6 classes

- › 4.1 Define Predictive Analytics and Its Role in Decision Making
- › 4.2 Identify Key Components of Predictive Models
- › 4.3 Explore Data Sources and Techniques for Data Collection
- › 4.4 Analyze Patterns Using Statistical Methods in Predictive Analytics
- › 4.5 Implement Decision Modeling Techniques for Predictive Outcomes
- › 4.6 Evaluate the Impact of Predictive Analytics on Operational Excellence

• 5 Data-Driven Decision Making in Operational Excellence — 6 classes

- › 5.1 Understand the Importance of Data in Operational Excellence
- › 5.2 Identify Key Performance Indicators for Effective Decision Making
- › 5.3 Analyze Data Sources to Support Operational Decisions
- › 5.4 Apply Statistical Methods to Interpret Data Trends
- › 5.5 Develop Data Visualization Techniques for Clear Communication
- › 5.6 Create Action Plans Based on Data-Driven Insights

• 1 Fundamentals of Leadership in Operational Excellence — 6 classes

- › 1.1 Define Operational Excellence and its Leadership Role
- › 1.2 Identify Key Leadership Traits for Operational Excellence
- › 1.3 Explore Effective Communication Strategies in Leadership
- › 1.4 Assess the Impact of Leadership Styles on Operational Excellence
- › 1.5 Implement Strategies for Engaging Teams in Operational Excellence
- › 1.6 Develop an Action Plan for Personal Leadership Growth

• 2 Developing a Vision for Operational Excellence — 6 classes

- › 2.1 Identify Core Values for Operational Excellence
- › 2.2 Analyze Stakeholder Perspectives in Vision Development
- › 2.3 Craft a Compelling Vision Statement
- › 2.4 Align Vision with Organizational Goals and Strategies
- › 2.5 Communicate the Vision Effectively to Teams
- › 2.6 Implement Vision-Driven Initiatives for Operational Excellence

• 3 Building and Leading High-Performing Teams — 6 classes

- › 3.1 Define Characteristics of High-Performing Teams
- › 3.2 Foster Trust and Communication Among Team Members
- › 3.3 Set Clear Goals and Accountability Structures
- › 3.4 Implement Collaborative Decision-Making Processes
- › 3.5 Develop Strategies for Continuous Feedback and Improvement
- › 3.6 Evaluate Team Performance and Celebrate Successes

• 4 Change Management and Organizational Culture — 6 classes

- › 4.1 Understand the Foundations of Change Management
- › 4.2 Identify Key Components of Organizational Culture
- › 4.3 Analyze the Relationship Between Change and Culture
- › 4.4 Assess Stakeholder Impact on Change Initiatives
- › 4.5 Develop Strategies for Cultural Change in Organizations
- › 4.6 Implement and Evaluate Change Management Plans

• 5 Measuring Success and Sustaining Operational Excellence — 6 classes

- › 5.1 Define Key Performance Indicators for Operational Excellence
- › 5.2 Evaluate Measurement Tools and Techniques
- › 5.3 Analyze Data Trends to Identify Improvement Areas
- › 5.4 Develop a Balanced Scorecard for Success Tracking
- › 5.5 Implement Continuous Improvement Strategies
- › 5.6 Foster a Culture of Accountability and Achievement

• 1 Fundamentals of Performance Metrics — 6 classes

- › 1.1 Define Key Performance Metrics in Business Context
- › 1.2 Identify Types of Performance Metrics and Their Uses
- › 1.3 Analyze the Importance of Accurate Measurement in Performance
- › 1.4 Explore Tools for Tracking and Reporting Metrics
- › 1.5 Apply SMART Criteria to Develop Effective Metrics
- › 1.6 Design a Basic Performance Metrics Dashboard

• 2 Key Performance Indicators (KPIs) Development — 6 classes

- › 2.1 Define Key Performance Indicators (KPIs) and Their Importance
- › 2.2 Identify and Analyze Business Goals for KPI Development
- › 2.3 Develop SMART Criteria for Effective KPIs
- › 2.4 Create a KPI Dashboard for Visual Performance Tracking
- › 2.5 Evaluate KPI Effectiveness Using Real-World Scenarios
- › 2.6 Implement Continuous Improvement Processes for KPI Adaptation

• 3 Data Collection Methods for Performance Measurement — 6 classes

- › 3.1 Identify Key Performance Indicators for Effective Measurement
- › 3.2 Explore Qualitative Data Collection Techniques
- › 3.3 Analyze Quantitative Data Collection Methods
- › 3.4 Evaluate the Reliability and Validity of Data Sources
- › 3.5 Implement Data Collection Tools for Performance Metrics
- › 3.6 Synthesize Collected Data to Drive Performance Improvement

• 4 Analyzing and Interpreting Performance Data — 6 classes

- › 4.1 Identify Key Performance Indicators for Analysis
- › 4.2 Collect and Organize Performance Data Effectively
- › 4.3 Analyze Quantitative Data Using Statistical Tools
- › 4.4 Interpret Qualitative Feedback to Enhance Understanding
- › 4.5 Visualize Performance Data for Stakeholder Communication
- › 4.6 Develop Actionable Insights from Performance Analysis

• 5 Continuous Improvement through Performance Measurement — 6 classes

- › 5.1 Define Key Performance Indicators for Continuous Improvement
- › 5.2 Analyze Current Performance Metrics in Your Organization
- › 5.3 Explore Benchmarking Techniques for Operational Excellence
- › 5.4 Implement Data Collection Methods for Performance Measurement
- › 5.5 Evaluate the Impact of Performance Metrics on Continuous Improvement
- › 5.6 Develop an Action Plan for Enhancing Performance Measurement Practices

• 1 Introduction to Process Improvement Methodologies — 6 classes

- › 1.1 Define Key Concepts in Process Improvement
- › 1.2 Identify the Benefits of Process Improvement Methodologies
- › 1.3 Explore Popular Process Improvement Models
- › 1.4 Assess the Role of Data in Process Analysis
- › 1.5 Differentiate Between Qualitative and Quantitative Approaches
- › 1.6 Apply Basic Tools for Process Mapping and Analysis

• 2 Lean Principles and Techniques — 6 classes

- › 2.1 Analyze Value Streams to Identify Waste
- › 2.2 Apply the 5S Methodology for Workplace Organization
- › 2.3 Implement Continuous Flow Techniques in Processes
- › 2.4 Explore the Concept of Pull Systems in Production
- › 2.5 Utilize Kaizen for Continuous Improvement Initiatives
- › 2.6 Measure Success with Key Performance Indicators (KPIs)

• 3 Six Sigma Framework and Tools — 6 classes

- › 3.1 Understand the Six Sigma Philosophy and Its Importance
- › 3.2 Identify Key Components of the DMAIC Process
- › 3.3 Explore Common Six Sigma Tools and Their Applications
- › 3.4 Analyze Data Using Statistical Methods in Six Sigma
- › 3.5 Develop a Process Improvement Project Using Six Sigma
- › 3.6 Evaluate Success and Sustain Improvements in Six Sigma Projects

• 4 Integrating Lean and Six Sigma — 6 classes

- › 4.1 Define Lean and Six Sigma Concepts
- › 4.2 Analyze the Synergies between Lean and Six Sigma
- › 4.3 Identify Key Tools Used in Lean and Six Sigma
- › 4.4 Map a Combined Lean-Six Sigma Process Flow
- › 4.5 Evaluate Case Studies of Integrated Methodologies
- › 4.6 Develop a Personal Action Plan for Integration

• 5 Sustaining Continuous Improvement Initiatives — 6 classes

- › 5.1 Identify Key Stakeholders for Continuous Improvement
- › 5.2 Develop a Continuous Improvement Culture in Your Team
- › 5.3 Utilize Data to Measure Process Improvement Impact
- › 5.4 Implement Feedback Mechanisms for Ongoing Improvement
- › 5.5 Design an Effective Training Program for Sustaining Initiatives
- › 5.6 Create a Roadmap for Long-Term Sustainability of Improvements

• 1 Understanding Stakeholder Identification and Analysis — 6 classes

- › 1.1 Define Stakeholders and Their Importance in Operational Excellence
- › 1.2 Identify Different Types of Stakeholders in Your Organization
- › 1.3 Analyze Stakeholder Influence and Interests
- › 1.4 Map Stakeholders Using Power/Interest Grid Techniques
- › 1.5 Develop Strategies for Engaging Key Stakeholders
- › 1.6 Evaluate the Effectiveness of Stakeholder Engagement Methods

• 2 Building Effective Communication Strategies — 6 classes

- › 2.1 Identify Stakeholder Needs and Expectations
- › 2.2 Develop Clear Communication Objectives
- › 2.3 Choose Appropriate Communication Channels
- › 2.4 Craft Effective Messages for Diverse Audiences
- › 2.5 Implement Feedback Mechanisms for Continuous Improvement
- › 2.6 Evaluate the Effectiveness of Communication Strategies

• 3 Facilitation Techniques for Stakeholder Involvement — 6 classes

- › 3.1 Identify Key Stakeholders and Their Needs
- › 3.2 Explore Different Facilitation Techniques
- › 3.3 Prepare Effective Agendas for Stakeholder Meetings
- › 3.4 Implement Active Listening Strategies During Discussions
- › 3.5 Apply Conflict Resolution Techniques in Facilitation
- › 3.6 Evaluate the Impact of Facilitation on Stakeholder Engagement

• 4 Conflict Resolution and Negotiation in Stakeholder Relationships

— 6 classes

- › 4.1 Identify Common Causes of Conflict in Stakeholder Relationships
- › 4.2 Analyze Stakeholder Perspectives and Interests
- › 4.3 Develop Active Listening Skills for Effective Communication
- › 4.4 Explore Conflict Resolution Strategies and Techniques
- › 4.5 Practice Negotiation Skills Through Role-Playing Scenarios
- › 4.6 Evaluate Outcomes of Conflict Resolution in Stakeholder Engagement

• 5 Measuring Stakeholder Engagement and Communication Effectiveness