



## business excellence - the 3-day course

the accepted standard for the understanding of best practice for business process integration and improvement

### course overview

*This course provides today's executives with the latest overview of the entire journey to excellence. It provides the foundation for understanding how to operate the company as an integrated business and the multiple transitions along this journey. It demonstrates the crucial role of Integrated Business Management (S&OP) in meeting today's targets and re-optimizing the business in response to change.*

*Integrated Business Management must be fully supported by effective sub-processes for managing demand, supply and product management. Managers will see their role in implementing and managing through integrated business processes and the critical role of supportive behaviors. They will also gain the knowledge to design and introduce new, accelerated management processes.*

*Covered in this course is the Oliver Wight Diagnostic Review – an assessment of current processes against best practices as contained in the Oliver Wight Class A Checklist for Business Excellence; Sixth Edition. This enables the attendees a vision of future expectations based on strategic and competitive priorities and an outline of the necessary steps to close gaps in performance.*



together we make a difference



## **business excellence - the 3-day course**

*the accepted standard for the understanding of best practice for business process integration and improvement*

**this course includes** Your instructors present an overview of proven techniques for companies to implement integrated planning and control while pursuing the journey to excellence. They will provide a step-by-step understanding of the process characteristics and behaviors to achieve 'Class A' performance and beyond.

You will learn; the role of Integrated Business Management (S&OP) in setting and maintaining the business plan; the supporting processes in product management, demand management, and supply management of the extended supply chain; and the Oliver Wight Proven Path implementation methodology which has been successful over 30 years of coaching client projects. This is the only course available which provides such a comprehensive understanding of excellence in all business processes and their integration into one management agenda and, crucially, the underpinning behaviors required for success. The new Oliver Wight Class A Checklist for Business Excellence, Sixth Edition, will be introduced as the foundation for your journey to excellence.

**objectives and benefits** Companies seeking success on the journey to excellence must develop a critical mass of practical and well-founded knowledge. It is vital that every member of the team understands how the company, as a whole, seeks to function; the journey to excellence for their own process and how to achieve it. At the end of the course, attendees will:

- Understand best practices, see how various popular improvement methodologies fit their business, and when they should be deployed for maximum benefit.
- Be able to assess the maturity of the entire business on the journey and see which steps they, and others in the company, should take next.
- Understand the enormous benefits to the business, and all its stakeholders, from proposed changes.
- Understand the importance of, and approach to, managing the business as an integrated model.
- Have the confidence to plan the way forward and communicate the excitement of this to engage others.
- Understand the further, more detailed and specific education required for themselves and others to be successful in the key business process areas.

## who will benefit from this course

**People in all parts of the business who will be personally involved in controlling the business and planning and implementing change will benefit from this course. Executives, managers, team leaders, functional specialists and project leaders will acquire critical information to start or become actively involved in critical improvement initiatives.**

### day one

- Planning your own improvement activity and its interface with other efforts
- The Oliver Wight Maturity Map; how it is used to prioritize various practical improvement methodologies to gain maximum benefit
- Business Excellence and when to deploy relative to Lean and Six Sigma techniques
- How attendees can recognize their current position in excellence and how their business process can move from fire fighting to failure-free performance
- The Oliver Wight Integrated Business model; how to coordinate and manage the business through using this model
- The very latest best practices; how to manage the key processes of demand, supply, and product management in a local, regional, and global environment
- Strategic Management – a discussion of the need for leadership and direction, integrated strategies, and the relevance to individuals and teams; the value of core business processes, and the requirement of routine review
- The organization; the importance of the right organizational structure and its evolution for the current task
- Behaviors and culture; their impact on success and the role of knowledgeable people as the ultimate business differentiator
- Building and sustaining team spirit; how to create excitement from continual success
- Business Process Control – streamlining, organizing, and measuring to achieve upper quartile performance and compress lead times
- Integrated Business Management (Sales and Operations Planning) – Management Business Review meetings with components of Supply Review, Demand Review, and Product Management Review

### day two

- Product management, project management, stage and gate, planning and control for product development resources and processes
- Demand management and demand control – drivers of demand planning and key elements necessary to shape and drive demand results including behaviors for promising delivery
- Scope of Supply Management – Overview of supply planning principles and strategy
- Multiple planning cycles—monthly, weekly, daily, hourly

### day three

- Capacity Management
- Resource Management
- Master Production Scheduling
- Material Requirements Planning
- The extended supply chain; the increasing importance in differentiating your business and achieving excellent results and how these techniques can be deployed throughout
- Data requirements and critical information; how to manage while on the journey to excellence
- Financial and non-financial measures; their role in keeping day-to-day control while managing rapid improvement
- The Oliver Wight Proven Path-- how to implement change to ensure success beginning with a diagnostic and education, followed by journey vision and gap analysis, and on to deployment structure.
- Critical success factors—key elements that support successful change programs including effective use of performance measurement, project team resources and change management.

### other courses

For the complete schedule of courses, please call, email, or visit:

- 800-258-3862
- [info@oliverwight.com](mailto:info@oliverwight.com)
- [www.oliverwight-america.com](http://www.oliverwight-america.com)

## *the journey to business excellence*

Oliver Wight are leading business improvement specialists who educate, coach and mentor people to lead and sustain change on the journey to business excellence and outstanding business performance. Oliver Wight is a worldwide consultancy with offices throughout Europe, in North and South America and the Asia/Pacific region.

*At the leading edge of management thinking and practice, our unique Integrated Business Management process and Integrated Business Model lies at the heart of client journeys to business excellence. This model addresses all aspects of company planning and execution from the boardroom to working levels in manufacturing and service sectors. It provides one common agenda for your company with one set of numbers and one set of priorities. It links diverse processes in managing the extended supply chain, product and customer portfolios, customer demand, and strategic planning into one seamless management process.*

*The renowned 'Proven Path' process for change management lies at the heart of our approach to 'Integrated Change Management.' This integrates your strategic journey to excellence through major project management to everyday improvement programs ensuring they are visible and contribute to company goals. This process promotes sustainable change through line ownership for successful ongoing management, accelerating management processes and controlling waste and variability.*

*Your implementation is supported by our practical experience and knowledge through facilitation, coaching and education backed by our unique Class A Checklist, the longest-established business excellence assessment tool.*

### *Course Duration and Hotels*

*The course runs three days, beginning at 8:00 a.m. on the first day and ending at 3:00 p.m. on the last day. As a convenience for participants, we reserve hotel rooms in the hotels where the courses are held. Just let us know your needs at the time of booking into the course.*



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