



Session start at
2pm

See you



Operational
Excellence
TEAMWORK

Operational Excellence Management System



SHARING SESSION BASED ON MY 3rd BOOK



Operational Excellence (OE)

Management System

Requirements, guidances
and assessment criteria



Edly Ramly, PhD



“Operational Excellence (OE)” – Management System

Requirements, guidance and assessment criteria

Operational excellence is a mindset that embraces sustainable continual improvement within an organization. Operational excellence not just about reducing costs or increasing productivity in the workplace. It's about creating the company culture that will allow you to produce valuable and excellence products and services for your customers and achieve long-term sustainable growth.

Operational excellence is a journey that involves applying the right tools to the right processes. There are three elements of operational excellence presented in this book. The first elements is the “minimum requirements” or the structure of the OE. The second element is the “guidance for use” and third element is “OE assessment criteria”.



Dr. Edly Ramly is a fellow for Industrial Engineering Operation Management Society (US). He is an active consultant specializing in operational management and lean-six sigma. His experience is in the field of automotive, where this field concerns the effectiveness and efficiency of operations through waste elimination.

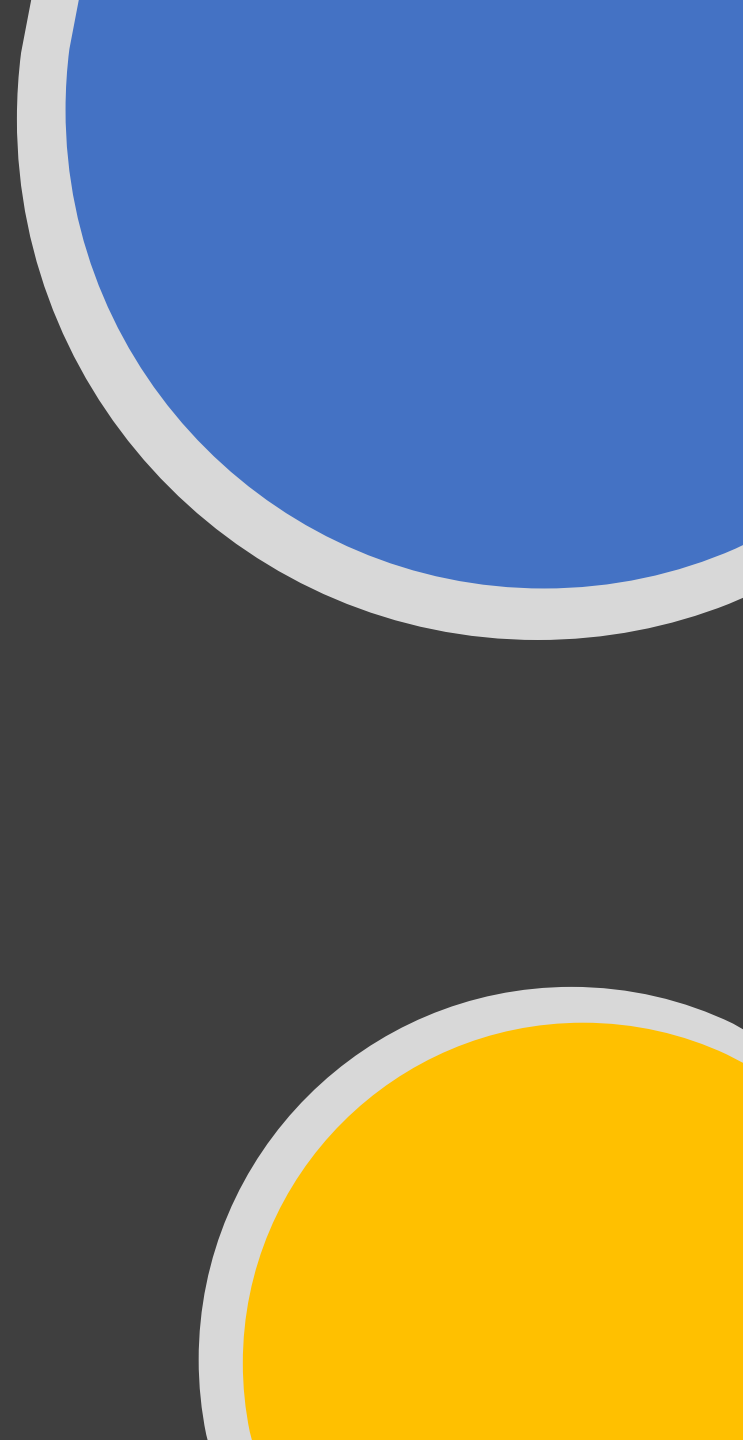


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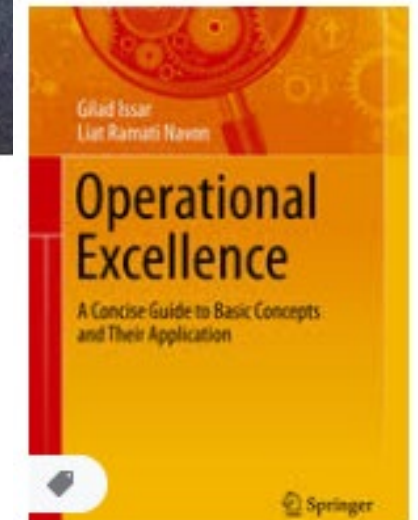
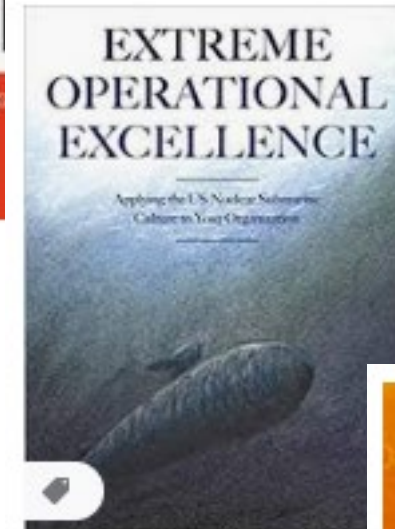
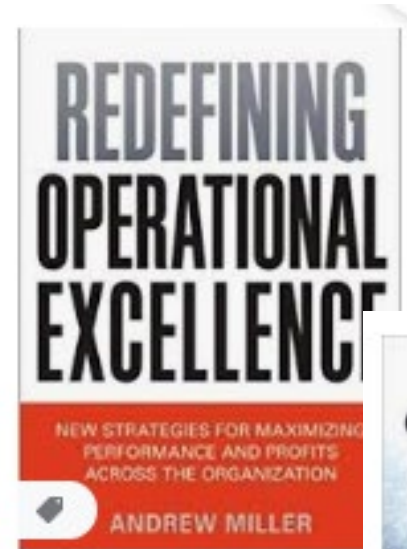


What and Why Operational Excellence?



Defining Operational Excellence

“relentless pursuit of
doing things better”
with regard to operation





Other common SYNONIM for OE

Kaizen

- a Japanese business philosophy of continuous improvement of working practices, personal efficiency, etc.
- Common Kaizen include:
 - Kaizen Teian
 - Kaizen Events
 - Kaikaku
 - Kakushin

Continual Improvement

- *recurring activity to increase the ability to fulfil requirements*
- *the requirements can be related to any aspect such as effectiveness, efficiency or traceability.”*

Operational Excellence is about
IMPROVEMENT

Why Operational Excellence?

- Essential for Business Performance and Resilient
 - Increase profitability
 - Increase organization value
 - Easy to adopt in new environment
 - Create conducive working environment





How many improvement you make a year?

Do you have the list?

Can you divide the type of improvement?

Do you have the procedure to handle each type of improvement?

What is the lesson learn?

How do you share the lesson learn?

- If you have all above – You have FORMAL OE initiatives



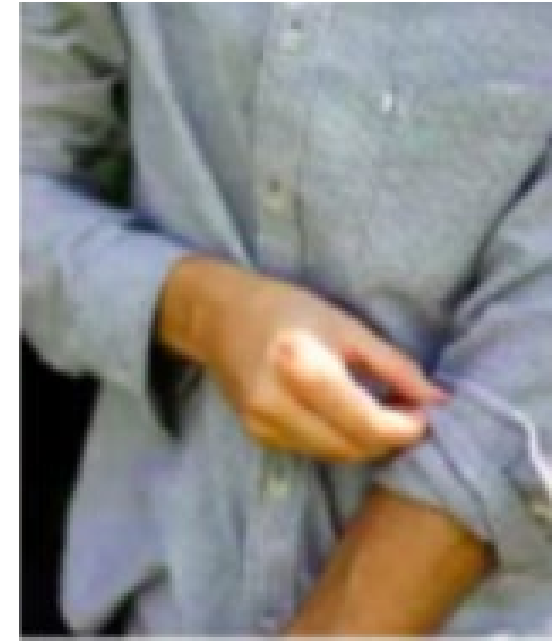
Three type of Improvement



A: In Formal



B: Seasonal



C: Formal

OE is to develop "IMPROVEMENT CULTURE"



Why Formal OE

? How ?

?

? Which one

Too Many
Improvement
Approaches

Lean
U see U act
Six Sigma
5S
ISO
8- D
5 Why
Idea Bank
Kaikaku



Clear Direction

Clear Scope

+

Formal Reporting

Formal Channel

- ICC

- Team Excellence

- Lean Summit

Formal Analysis Method

Formal Lesson Learn

Formal Evaluation

+

- Avoid Confusion

- Avoid Overlapping
Approaches/ Initiatives



How? – We need to build House of Improvement

The house of Improvement should include

- The Leadership
- The Methodology
- Team Approaches
- Culture Enable

Hence the best approaches is to develop
**OPERATIONAL EXCELLENCE
MANAGEMENT SYSTEM**

Idea Bank

Lean

U see U act

Six Sigma

5S

ISO

8- D

5 Why





OPERATIONAL EXCELLENCE MANAGEMENT SYSTEM

WHAT

WHY

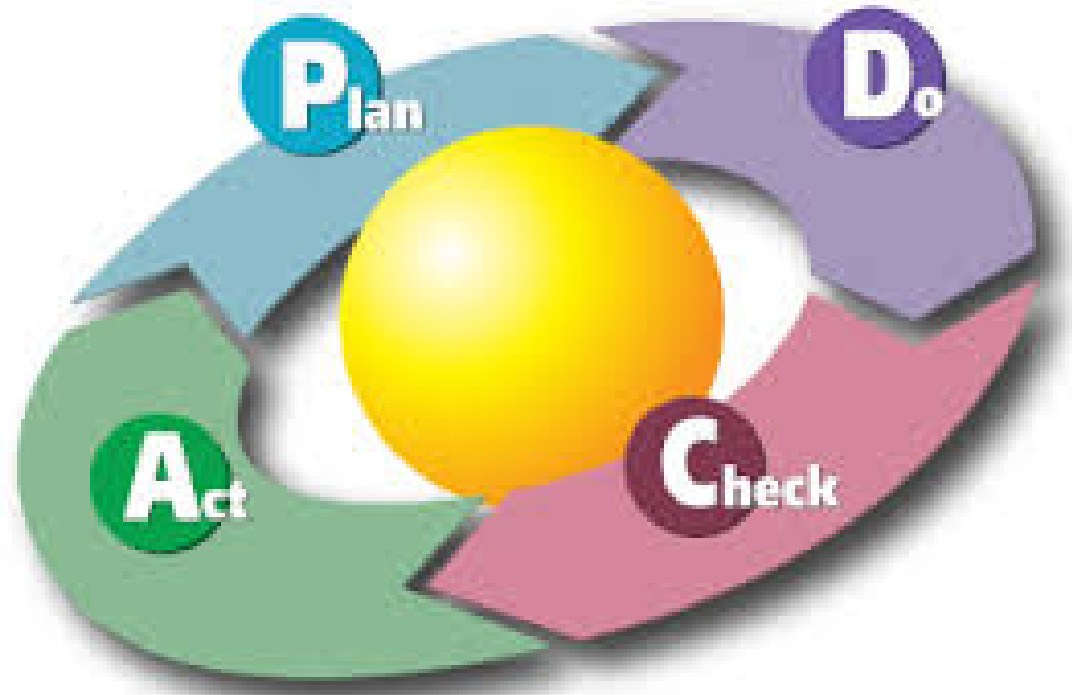
HOW



Operational Excellence Management System Is.....

- “System to establish policy and objectives, to achieve those objectives and to direct and control an organization with regard to Operational Excellence.”

- The base for management system is
 - P lan
 - D o
 - C heck
 - A ction
- With regard to Operational Excellence



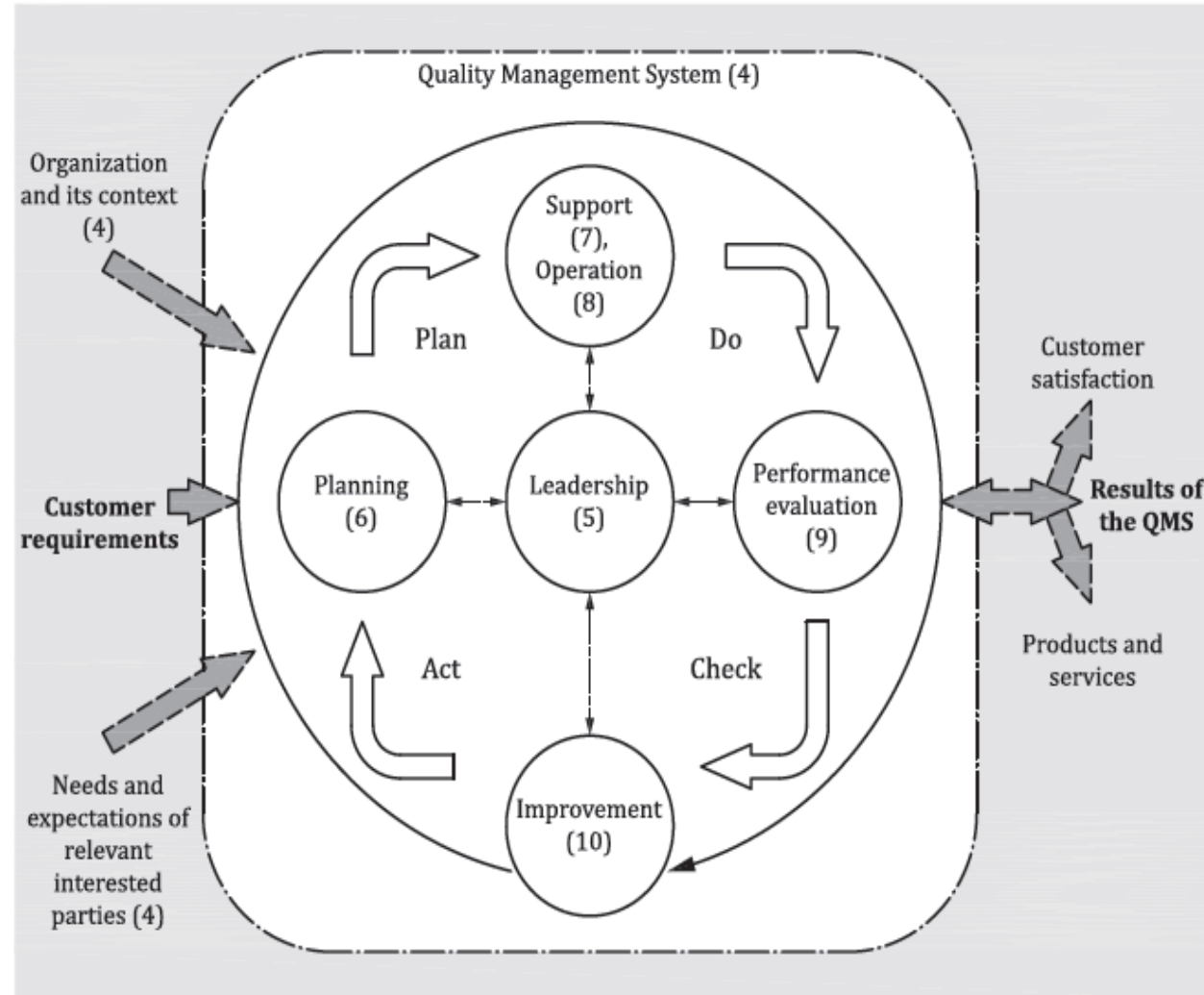


Benefit of OEMS

- *Initiate the continual improvement **culture and performance**, which leads to long-term sustainable growth;*
- ***facilitating** an Operational Excellence implementation in early stage;*
- *assist to adopt **standard management system model** of operational improvement;*
- *the ability to demonstrate conformity to interested party in Operational Excellence implementation through **certification process**.*

ADOPTED ISO 9001 2015 MODEL

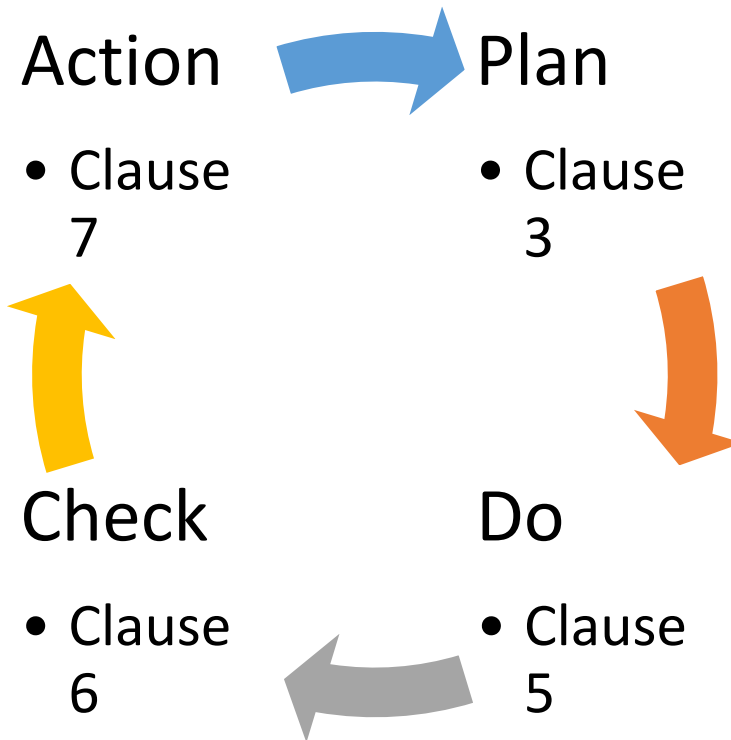
The PDCA cycle can be applied to all processes and to the quality management system as a whole. [Figure 2](#) illustrates how [Clauses 4](#) to [10](#) can be grouped in relation to the PDCA cycle.



NOTE Numbers in brackets refer to the clauses in this International Standard.



LEADERSHIP Clause 2



TEAMWORK Clause 4



The Leadership, Teamwork & PDCA clause

- Clause 2 LEADERSHIP - summarizes the requirements specific to top management's role in the OEMS, and how leadership articulates its expectations to the organization via a policy statement, establishing strategic OE objectives and guiding principles for the BCMS as a whole.
- Clause 3 PLANNING (P) - describes the requirements for Clause 4 introduces the requirements necessary to establish the context of the OEMS applicable to the organization, as well as needs, requirements and scope, infrastructure while documenting, controlling, maintaining and retaining required documented information.
- Clause 4 TEAMWORK - supports OEMS operations related to establishing competence and communication on a recurring/as-needed basis with of operational excellence
- Clause 5 IMPLEMENTATION - defines operational excellence needs, determines how to address them and develops procedures to manage the organization improvement activities.
- Clause 6 PERFORMANCE EVALUATION - summarizes the requirements necessary to measure operational excellence performance, OEMS conformity with requirement, and to conduct management review.
- Clause 7 IMPROVEMENT - identifies and acts on OEMS nonconformity and continual improvement

Preview Content of OEMS - Implementation



Clause 5 Operational excellence implementation process

5.1 Operational excellence **program**

5.2 **Determine and select** operational excellence projects

5.3 Operational excellence **projects approaches**

5.4 **Reporting** operational excellence project

5.5 **Assessing** operational excellence project

5.6 **Changes** initiate from operational excellence project

Project Approaches

- The intent of the requirement is for the organization to maintain a documented information for operational excellence project approaches (or mostly name as problem solving techniques) is due to several methodology to implement improvement project such as kaizen event, six sigma DMAIC, 8-disciplines methodology or lean methodology.
- Hence the organization shall define the suitable approaches for different type of issues to solve.
- Minimum criteria is set such as the approaches shall utilised team approaches, cause analysis, implementation and risk analysis of improvement actions, and verification of the effectiveness of improvement actions.

Take simple – Example

YOUR ORGANIZATION HAVE SAVE THE ELECTRICITY BILL



Formalised and Benchmark you Improvement Initiative

*As we get used to living differently,
Choosing differently and behaving
differently that Change can possibly be
“THE NEW NORM”*

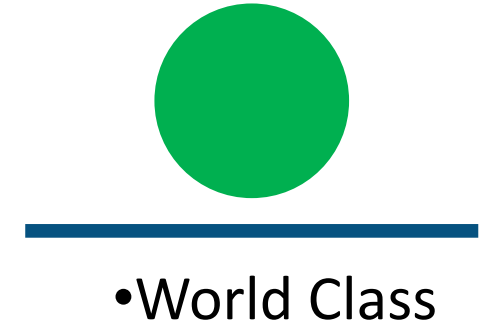
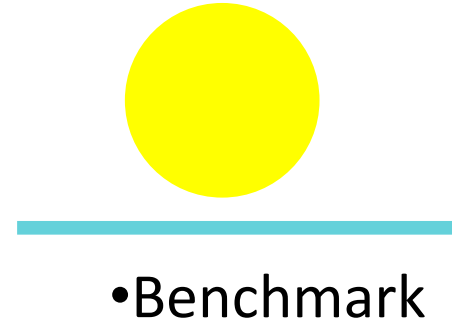
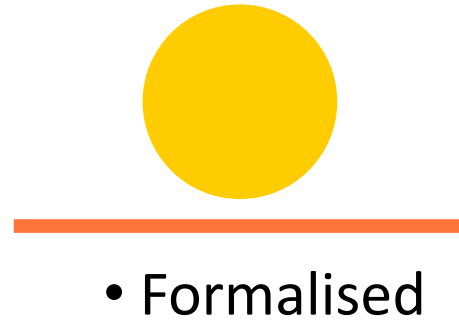
THE NEW NORM IS THE “**CULTURE**”

Risk

Team

Cash Flow

Where are your OE now?





Recommend
further
information/
study on
OEMS

Contact MPC on training:

- 1 day - Understanding Operational Excellence (Kaizen) Management System
- 1 day – Development of Operational Excellence (Kaizen) Program
- 1 day – Determining and Selection of Operational Excellence (Kaizen Event/ Kaikaku/ Kakushin) Projects
- 2 day – Development of Operational Excellence (Kaizen) Project Approaches including reporting and assessment of operational excellence project

1 day = 4 hours virtual training (Program plan in June 2020)

Potential Future MPC Service Advisory – Pre-Assessment - Certification

- PERSONALISED ADVISORY

MPC ASSESS AND CERTIFY YOUR OEMS

Like 5S certification

**Self-Assessment of OE
Operational Excellence Award**

Contact me to join the Pilot project for more detail

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THANK YOU FOR JOINING MPC WEBINAR

