

INTRODUCTION

This certificate program in operational excellence is designed to create lean thought leaders with a bias for action. Participants will help lead their organizations to achieve the high level of operational excellence that a successful future requires. Through this program, high potential candidates are trained in the practice of value stream management, employee inclusion in problem solving, waste reduction, and capability building and innovation, resulting in talented leaders who can successfully guide their organizations toward operational excellence. The program involves four distinct styles of learning: classroom, distance and Gemba (learning where the work is done) plus, project work that ensures the learning and drives greater return-on-investment from the program. In the classroom learning, students will learn through lectures and case studies focused on individual components of operational excellence. There will be three of these sessions (one week in length) and these will be held at IIT Bombay. The distance education will take place through the use of online learning aids, and the Gemba learning will look at local companies in Mumbai to analyze various operations and processes and apply some of the learnings from the classroom.

BROAD OBJECTIVES

This certificate program in operational excellence is designed to create lean thought leaders with a bias for action. Participants will help lead their organizations to achieve the high level of operational excellence that a successful future requires.

COURSE CONTENTS

The program involves four distinct styles of learning: classroom, distance and Gemba (learning where the work is done) plus, project work that ensures the learning and drives greater return-on-investment from the program. In the classroom learning, students will learn through lectures and case studies focused on individual components of operational excellence. There will be three of these sessions (one week in length) and these will be held at IIT Bombay. The distance education will take place through the use of online learning aids, and the Gemba learning will look at local companies in Mumbai to analyze various operations and processes and apply some of the learnings from the classroom.

One of the highlights of this program is the capstone project. Each student will lead a team from their own organization on a continuous improvement project. Students will conduct workshops, teach process improvement techniques and apply the learning from the course curriculum. Giving the students an opportunity to transfer classroom fundamentals to real-world projects allows them to apply their new knowledge and skills while delivering measureable benefits to their employer. Importantly, an accomplished faculty coach will mentor the students over the course of their project and facilitate the project experience.

- Operational Excellence System Overview
- Introduction to A3 Storyboards; A3 Thinking; Problem Workshop
- Introduction to Value Stream Mapping; Case Study
- Introduction to Cause Mapping; Case Study
- Company Visit: Best in Class, local example of OpEx; Review Problem Statements
- Project reflection; Designing and Visualizing Metrics
- 5S/Visual Management; Basic Concepts of Standardized Work
- Risk Analysis/FEMA
- Organizational Transformation; Lean Management System
- Company Visit: Best in Class, local example of OpEx; Lean Management System Reflection
- Standardized Work for Leaders; Working Tour: Service Business; Tiered Visual Management
- Tools, Systems & Principles; Working Tour: Product Business
- Capstone Simulation: Lean Office Case Study
- Capstone continues; Project report-outs; Reflection; Valedictory Dinner

WHO MAY BENEFIT

Executives involved in a wide gamut of operations roles, from services, manufacturing and healthcare industries. There is a clear win-win situation for both the candidate and the organization. From a candidate's point of view, they learn a set of skills, and earn the credentials to becoming a lean leader. The one-on-one mentoring from a coach will also provide access to knowledge and experience of prominent leaders in the practice of operational excellence that will last beyond the program. From the organization's standpoint, there is an immediate return-on-investment through the completion of the capstone project. The structure of the program increases the speed of the project and helps bring immediate returns to the organization

VENUE FOR CLASSES

Course will be held at the Victor Menezes Convention Centre, IIT Bombay.

LECTURE NOTES

The class material will be made available to the participants at the time of registration at IIT Bombay.

FACULTY

The teaching faculty comprises core faculty members from Shailesh J Mehta School of Management of IIT Bombay and guest professors from Fisher College of Business, Ohio State University.

ACCOMMODATION

Accommodation will be provided in the Institute Guest house or an alternate location depending on availability.

IMPORTANT DATES

Last date for receipt of registration form: 1 December 2017

Course dates: 8-14 January 2018, 5-11 February 2018, and 16-21 April 2018.

Note:

- Incomplete application forms will not be entertained.
- For additional copies of the registration form, please use a photocopy or type in the format given.

REGISTRATION

Per participant Rs. 7.5 lakhs

- ₹ plus 15% Service Tax from industry

The demand draft should be drawn in favour of “**The Registrar, IIT Bombay- CEP Account**” payable at Mumbai. For on-line payments, [please click here for Bank Details](#).

No income tax is to be deducted at source from the course fee, as IIT Bombay is exempt from the same. The course fee includes course material, lunch and coffee/tea.

A Certificate of participation will be awarded to all the participants of the course.

Completed registration forms should be sent to the course coordinator at the following address:

Prof. T T Niranjana

Course Coordinator, CEP Course on Opex

Shailesh J Mehta School of Management

Indian Institute of Technology Bombay,

Powai, Mumbai – 400 076.

Phone : +91 22 2282 1156 /+91 22 2282 1517 | Cell: +91 9028636701

Email : Opex@som.iitb.ac.in



CEP Short Term Course on

Operational Excellence

8 January–30 April, 2018

Coordinator

Prof. T T Niranjana

Shailesh J Mehta School of Management

Office of

Continuing Education & Quality Improvement Programmes

**Indian Institute of Technology Bombay
Powai, Mumbai – 400 076**

REGISTRATION FORM

CEP Course on
Operational Excellence

8 January- 30 April 2018

NAME (BLOCK LETTERS) : _____

_____ Gender: M / F

DESIGNATION : _____

ORGANIZATION: _____

MAILING ADDRESS : _____

TELEPHONE : _____ (O) _____ (R)

FAX: _____ MOBILE: _____

EMAIL : _____

QUALIFICATIONS : _____ EXPERIENCE : _____ Yrs.

IIT Guest House accommodation required?* YES / NO

PAYMENT: D.D. No.: _____ Dt. _____ Rs. _____

[Demand draft should be drawn in favour of "Registrar, IIT Bombay (CEP A/c)".]

Date:

Signature of Applicant

On-line Payment Transaction Details

Kindly arrange to provide the following transaction details, if the course fee is paid on-line:

1. Name of the Course Participant
2. Transaction No.
3. Date of Transaction
4. Amount
5. Bank & Branch Name from where transfer is done

Please email the above details to: cep@iitb.ac.in