



OPERATIONAL EXCELLENCE FOR MANUFACTURING

March 30-31, 2026 | 9AM | FMM Eastern Branch

OVERVIEW

There is no single definition for operational excellence. Experts have defined operational excellence in several ways based on their perceptions. The Institute for Operational Excellence (OE) defines operational excellence as a situation where every employee can see the flow of value to the customer and fix it before it breaks down. OE is a mindset that drives continuous improvement and value creation in an organization. It involves optimizing the processes, systems and people that deliver products or services to the customers, while minimizing costs and risks.

In building OE implementation capability, practitioners shall determine the methodology or approach that matches organisation's business mission, define the goals, get employees on board with specific roles to play, communicate, and practice OE continuously. OE implementation framework can be designed to suit any industries.

OBJECTIVES

- Understand & appreciate OE method in enhancing effectiveness and efficiency of business processes
- Eliminate waste in door-to-door business operation
- Eliminate variation in identified business operation
- Prevent errors in overall business operation
- Learn about innovating business operations

TARGET AUDIENCE

- Managers
- Engineers
- Executive
- Officers
- Process owners
- Staff who are looking for best practices to be used in their work

METHODOLOGY

- Slides Show (Overviewing program, theories, example/exercise, simulation)
- Video Clip
- Workshop
- Discussion



MORE INFO

09-560 6554/5224

fmmeastern@fmm.org.my





COURSE OUTLINE

DAY 1

8.45AM **Registration of Participants**

9.00AM **Programme Overview**

- Training goals
- Training delivery mode
- Making learning more effective

10.30AM **Morning Tea Break**

10.45AM **About Operational Excellence (OE)**

- OE history
- Business Vision → Mission → Strategic Goals

1.00PM **Lunch Break**

2.00PM **Eliminating Waste**

- Lean principles
- Waste - an enemy in lean perspective
- Definition of waste
 - 9 types of waste
 - Waste between processes
 - Waste within processes
 - Waste during changeovers
- Definition of value
 - Retaining value
 - Enhancing value
- Methodology to shorten lead time
 - Door-to-Door coverage
 - VSM
 - Lead time innovation

3.30PM **Evening Tea Break**

3.45PM **Eliminating Variation**

- DMAIC work phases
- Variation - an enemy in Six sigma perspective
- Measuring variation in processes
- Sources of variation
 - Common cause variation
 - Special cause variation
- Methodology to reduce variation
 - DMAIC for unknown root cause
 - PDCA for predictable root causes

5.00PM **End of Programme Day 1**



COURSE OUTLINE

DAY 2

8.45AM **Registration of Participants**

9.00AM **Eliminating Errors**

- Ideal process flow as per design
- Actual process flow
- Sources of “ideal- Actual” gap
- Preventing error by P-FMEA

10.30AM **Morning Tea Break**

10.45AM **Integrating Waste - Variation - Error Elimination Methods**

- Strategizing OE project
- Developing project Vision & Mission
- Targeted deliverables
- Input parameters
- Work culture
- Challenges

1.00PM **Lunch Break**

2.00PM **Developing Business Process Innovation [Overview]**

- Various creativity tools
- SCAMPER
- Lateral thinking
- TRIZ
- DOE

3.30PM **Evening Tea Break**

3.45PM **Program Wrap Up**

- Enablers
- Barriers
- Harmonizing Enablers- Barriers

5.00PM **End of Programme Day 2**



TRAINER PROFILE

Mr. Azman Hussain is a seasoned Lean Six Sigma consultant and practitioner with extensive experience in quality and productivity improvement. He mentors engineers across all LSS certification levels, backed by a Master's in Engineering Technology and a Bachelor's in Electrical Engineering. Awarded internationally for innovation, his projects have delivered multimillion-ringgit savings. Azman has worked with major organizations and actively conducts training with consulting firms, industry bodies, and professional institutions, contributing widely through teaching and published reference materials.



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EASTERN BRANCH

CENTER FOR PROFESSIONAL DEVELOPMENT



OPERATIONAL EXCELLENCE FOR MANUFACTURING

March 30-31, 2026 | 9AM-5PM | FMM Eastern Branch

...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

ENQUIRIES & REGISTRATION

Ms Wanhui/ Ms Elly
Email : fmmeastern@fmm.org.my
Tel: 09-560 6554/ 5244

Please tick accordingly:

Fees: **FMM Member: RM 972.00/pax**
(inclusive of 8% Service Tax)

Non Member: RM 1,080.00/pax
(inclusive of 8% Service Tax)

**Fees include course materials and
Certificate of Attendance**

CANCELLATION

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

PAYMENT

- **Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full**.

Closing Date
March 19, 2026

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

(Please attach a separate list if space is insufficient)

We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.

We will **NOT BE CLAIMING under training grant from HRD Corp**. Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company: _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____

TIN No. : _____ SST No: _____

Company Stamp