



Performance Measurements, Continuous Improvement & Benchmarking

Achieving Strategic Alignment in Lean and Agile Environments

► Upcoming Sessions

03-07 Jun 2024	Dubai - UAE	\$5,950
24-28 Jun 2024	Amsterdam - The Netherlands	\$5,950
02-06 Sep 2024	London - UK	\$5,950
11-15 Nov 2024	Dubai - UAE	\$5,950
13-17 Jan 2025	Dubai - UAE	\$5,950

► Training Details

Training Course Overview

Exceptional Performance Management is a hallmark of every successful organization. However, it does not stand alone. As competitive pressures increase, new methods emerge. In recent years, organisations have dealt with performance issues in operations by adopting Lean methods. Project delays and cost overruns have resulted in the evolution of a range of Agile methods. Today's challenge is to understand how they impact each other and integrate them to deliver optimal performance and productivity.

This intensive Anderson training course provides the methods, tools and techniques required to improve performance and productivity by integrating strategy, operations and projects with a performance measurement, framework that will work in traditional environments and enhance Lean and Agile methods when they are used.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Identify and specify the 'vital few' performance measures that drive success
- Understand current proven techniques for continuous improvement and benchmarking
- Practice the application of these methods, tools and techniques, through case studies & interactive exercises
- Know when and how Lean and Agile approaches should be used, and how they relate to performance measures
- Develop an action plan to utilize these approaches in their own areas of responsibility

Designed For

This Anderson training course is suitable for a wide range of professionals who are involved in any aspect of Performance Management and who want to understand, implement and improve the latest proven Performance Measurement methods, tools and techniques to

improve productivity, including:

- ▶ General Managers
- ▶ Maintenance Managers
- ▶ Operational Managers
- ▶ Maintenance & Reliability Engineers
- ▶ Technical managers & supervisors
- ▶ Quality Managers

▶ Training Details

Day One: Performance Measurement: The Starting Point for Improvement

- ▶ The Need for Performance Measurement
- ▶ The impact of Lean and Agile methods
- ▶ Data Use and Abuse: How to use Data Constructively
- ▶ Selecting the 'vital few' Performance Measures
- ▶ Performance measures in Operations and Projects
- ▶ Current good practice in Performance Measurement

Day Two: Using Measurements for Continuous Improvement

- ▶ Understanding Variation: The key to understanding performance
- ▶ What histograms, run charts and control charts tell us about performance
- ▶ The Range and Standard Deviation
- ▶ Introduction to Control Charts
- ▶ How to Improve a Process
- ▶ Problem and Mission Statements

Day Three: An Overview of Lean and Agile Tools and Techniques

- ▶ What are Lean and Agile?
- ▶ The key principles of Lean management
- ▶ Project failures and the origins of Agile
- ▶ The fusion of Lean and Agile approaches – the current state of the art
- ▶ Analysing a Lean and Agile process or project
- ▶ Applying the tools and techniques in practice

Day Four: Benchmarking, Measurement and Improvement

- ▶ Benchmarking process and project performance
- ▶ Identifying causes of problems, and potential solutions through benchmarking
- ▶ Demonstrating the link between a cause and its effect
- ▶ Investigating Relationships between Variables
- ▶ The role of Knowledge Management
- ▶ How the tools integrate with Lean and Agile methods

Day Five: Running a Successful Benchmarking Project

- ▶ Scoping and planning benchmarking study
- ▶ Identifying and selecting benchmarking Metrics & Partners
- ▶ Running effective Lean and Agile projects and processes
- ▶ Integrating performance management with Lean and Agile
- ▶ The role of benchmarking in change management

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

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Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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