

# Operational Excellence Executive Summary



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# What is Operational Excellence

**“The state of achievement for the good work one does to fulfill the desired objectives in the delivery of products and services that satisfies customers, and the ability to continuously improve the work by making it faster, cheaper, better, and more productive”**

# Why Company Needs Operational Excellence?

- **Company Success depends on:**
  - Increasing market share,
  - Improving revenue,
  - Lower costs,
  - Improving customer loyalty/satisfaction,
  - Achieve higher level of competitiveness with improving company core competencies,
  - Achieve higher product and service quality,
  - Achieve higher employee morale/satisfaction, etc.
- **Operational excellence provides the necessary foundation for the achievement of those crucial company success factors.**



# What are the Benefits for Operational Excellence?

## ✓ Business Fundamentals

- Produce high quality, functionally rich products – “GOOD”
- Short cycle time – “QUICK”
- Highly productive development capability – “CHEAP”.
- High customer satisfaction
- High employee morale

## ✓ Competitiveness

- The capitalization of the company core competencies, innovations, creativities, and continuously improving its business capabilities provides the competitive advantage that is very hard for competitors to match

## ✓ Company Capabilities Management

- Making processes effective -- producing the desired results
- Making processes efficient -- minimizing the resources used
- Making processes adapt-able - being able to adapt to changing customer and business needs



# How did Operational Excellence start?

## The “operational excellence” idea was drawn upon

- The training and practicing, the experience and lessons learned from both successes and failures from the author life long career in “operational excellence” improvement.
- The leveraging of best practices from industry standard frameworks and methodologies such as ISO 9000, SEI/CMM-CMMI, Six Sigma, Malcolm Baldrige, Lean Manufacturing, etc.
- The learning, sharing, and implementation of best practices to ensure success by the members of the “operational excellence” community

## It emphasizes the achievement of objectives by

- Know what you want.
- Know what you need to do.
- Do your work well.
- Measure and track your progress, take corrective actions if necessary
- Continuously improve what you do



# How does Operational Excellence work?

The operational excellence framework and its associated methodology were developed to provide the necessary implementation guidelines and practices to enable the achievement of the desired objectives at work by ensuring that:

- Executives desire and support the company's operational excellence strategy
- The company has well defined and communicated objectives for success
- The company masters the capabilities to achieve the business objectives
- The company capitalizes the needed capabilities well
- The company has total visibility into its operations
- The company continuously improves its operational excellence capabilities



# What are the supports for Operational Excellence project?

**Founded by Duvan Luong, Ph.D., after a life long career in “operational excellence” improvement.**

**The “Operational Excellence Networks” is a network/community of enthusiastic, experienced and passionate “operational excellence” professionals that are available and ready to assist you in the effort of fulfilling your work objectives through the achievement of operational excellence.**



# Why partner with Operational Excellence Networks?

- Our past solutions led to sustainable changes that transforms organizational culture and delivers meaningful competitive and operational advantages.
- Our methodologies and practices resulted in proven, practical, and sustain business success.
- The Operational Excellence Networks consists of members/partners who are veteran operational excellence improvement professionals/management with a track record of proven results. We want to be part of your company business success story.
- The Operational Excellence Networks provides a robust one-stop shop to assist companies in the implementation of operational excellence program.
- The Operational Excellence Networks commits to the achievement of operational excellence in your business
- We believe in our ability, experience, expertise and enthusiasm to effect real change to make people success – your success, and we enjoy doing it – every day





# Summary

- **Operational excellence means “the good work one does to fulfill the desired objectives”**
- **It is the “success assurance” and the foundation from which the company can capitalize for the achievement of business objectives**
- **The operational excellence framework and methodology were developed to provide the necessary implementation guidelines and practices to enable the achievement of the desired objectives at work.**
- **A group of experienced and passionate professionals – the “Operational Excellence Networks” is available to assist you in the effort of fulfilling your work objectives through the achievement of operational excellence.**