



MAINTENANCE MANAGEMENT TRAINING

Operational Excellence

5 day course

Classroom, online or in-house

Course overview

Operational excellence is the systematic pursuit of better performance across cost, quality, delivery and safety at the same time, rather than trading one against another. This course covers building that capability. Delegates work through performance measurement and the selection of measures that do not conflict, standard work, daily management and the short interval control that surfaces a problem within hours rather than at month end, problem solving at the point of work, and the leadership behaviours that determine whether any of it survives. The course addresses the recurring failure of an excellence programme run as an initiative alongside the real management system rather than replacing part of it.

What you will learn

- Select performance measures that do not conflict with one another
- Establish standard work and understand its role in improvement
- Run daily management and short interval control
- Surface problems within hours rather than at period end
- Build problem solving capability at the point of work
- Apply the leadership behaviours that sustain the system
- Integrate the approach into the management system rather than beside it

Who should attend

- Operations and plant managers
- Continuous improvement leaders
- Production supervisors and team leaders
- Quality and maintenance managers
- Service operations managers

Course outline

- 01 What operational excellence is, and what it is not
- 02 Performance measurement without conflicting measures
- 03 Standard work and its role in improvement
- 04 Daily management and short interval control
- 05 Surfacing problems early
- 06 Problem solving at the point of work
- 07 Leadership behaviours that sustain the system
- 08 Integration into the management system

Upcoming dates

Dates	Venue	Format	Fee per delegate
26 to 30 October 2026	Nairobi, Kenya	Classroom	USD 1,325
16 to 20 November 2026	Online	Online	R8,500
1 to 5 February 2027	Pretoria, South Africa	Classroom	R19,950

Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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