



# Continuous Improvement Facilitator Training

Duration : 5 x 2 Days  
Location : In house / On site

## Key benefits

- Confidence to implement CI within the own organization
- Leadership Development
- Understanding the CI concept and structure
- How to involve and engage operators in continuous and focused improvement
- Zero Loss Analysis and Cost Savings
- Understanding on how Operational Excellence improves quality, reduces cost and improves customer satisfaction
- Examination with personal feedback

## Target Participants

This Facilitator Training is valuable for people involved in Continuous Improvement and Operational Excellence Programs. It is an excellent "add on" for Six Sigma Green and Black Belts as well as for Lean Program Facilitators.

## A unique Training set up

Continuous Improvement (CI) is a must for any company to be successful. Though to provide structure to the CI process an Operational Excellence method is needed. Such management method, applied in many different sectors (private & public), has its core focus on, improving quality, productivity, as well as adding value for customers and other stakeholders. Furthermore, it stresses that involvement and participation of all employees is required.

The Continuous Improvement Facilitator training we offer is unique in its set up and consist of 5 modules of 2 days. It is a powerful training course, which teaches delegates the design and implementation skills necessary to implement and manage an Operational Excellence Program. And it consists of 3 core elements:

- Operational Excellence content (methods, tools & techniques)
- Communication - & Organization structure and effective Team work
- Leadership & Personal Development

Combining these elements in one training is unique and has clear advantages compared to the more traditional "tool based" training methods.

In five modules, we provide participants the knowledge and structure, which they can apply directly to their selected company case. We will make sure to address and incorporate the right elements for participants to progress steadily with their own case.

We highly value leadership & personal development of participants. Hence, at every module participants are to present the progress of their case. Where the requirements for these presentations significantly contribute to the development.

## Training Course Objectives

The participants learn:

- To understand and facilitate Operational Excellence Programs
- Various techniques to implement CI effectively
- To define project goals, to measure and to track progress of focused improvement projects
- To organize and communicate CI structure & activities in a sustainable manner
- To measure results and sustain benefits

## Contents

- Operational Excellence (OpEx), basic concept and how to organize Continuous Improvement (CI), Policy Deployment & Alignment
- The CI-structure, pillars and exercises
- Leadership and 'Zero Loss' Thinking
- Team Development and Performance management (like Daily Management System and KPI's)
- Shop Floor Management, Coaching, Rewarding & Recognition
- The OpEx Organization and Implementation
- CI Facilitator Final Presentation and Technical test (Exam)
- Personal Feedback

## Approach

During the entire training course theory and practice are combined in specific exercises. Participants will work on their own company case and present the progress in each training module. The entire training covers a period of about 6 months and so allows sufficient time to work on specific items between the modules. During this time, we can also provide additional support if required.

The training material itself consists of a variation of presentation, video training material and exercises and also has 'best-practice' examples from leading companies.

Before the training course a personal intake will take place, to identify and align expectations.

Finally, we like to mention that the training course can be adopted to your specific needs.

## Additional Information and Enrollment

Please mail us at [info@reoss.com](mailto:info@reoss.com) or [office@tpfeurope.com](mailto:office@tpfeurope.com), or call us for more information and enrollment.

REOSS Ltd  
6 Oxford Street  
Lambourn, Berkshire, RG17 8X  
United Kingdom  
Contact: Carl de Ruiter  
Tel. +31(0)646077643  
Website [www.reoss.com](http://www.reoss.com)  
Email [cderuiter@reoss.com](mailto:cderuiter@reoss.com)

TPF Europe B.V.  
Monarchvlinderlaan 64  
3544 DA Utrecht  
The Netherlands  
Contact: Paul Bekkers  
Tel +31(0)623890969  
Website [www.tpfeurope.com](http://www.tpfeurope.com)  
Email [bekkers@tpfeurope.com](mailto:bekkers@tpfeurope.com)

## REOSS & TPF EUROPE

For more than 20 years REOSS and TPF EUROPE offer services to their respective customers to implement Operational Excellence. Our combined international expert team has helped many companies in different languages and cultures in their journey. We offer consulting, training, project management & implementation services.

Our references:

REOSS & TPF EUROPE have significant experience in different sectors: Industry, Health Care, Administration, Construction and Service Industries. Our combined experience comprises:

- More than 500 Workshops
- More than 9.000 participants
- More than 250 Improvement projects in over 30 countries