

OPERATIONAL EXCELLENCE 5-MINUTE STUDY GUIDE

Focusing on Operational Excellence is a business strategy proven to improve customer satisfaction, reduce costs and increase profitability. VMEC uses practical tools and coaching expertise to bring data-driven improvements to our clients.

This quick guide provides the basics to get the ball rolling on your journey to mastering the ins and outs of Operational Excellence!



WHAT IS OPERATIONAL EXCELLENCE?



- Operational Excellence is a **cultural mindset of continuous improvement** to maximize competitive advantage in your business. It's a journey of eliminating activities that don't add value, and empowering team members to make changes that bring success.
- Operational Excellence means **every employee can see, deliver, and improve the flow of value to a customer**. Below are the terms and key ideas to know!

CORE PRINCIPLES

- **Customer Focus:** Prioritizing customer needs and expectations to deliver value.
- **Continuous Improvement:** Embracing a culture of ongoing improvement.
- **Leadership and Culture:** Leadership commitment to operational excellence and fostering a culture that supports it.
- **Process Optimization:** Streamlining processes to enhance safety, quality, and productivity.
- **Seeing and Eliminating Waste:** Reducing variation and defects in processes. Company wide focus on safety, quality and productivity.

TOOLS & TECHNIQUES

- **Value Stream Mapping:** Visualizing and analyzing the flow of materials and information.
- **5S (Sort, Set in order, Shine, Standardize, Sustain):** Workplace organization method.
- **PDCA Cycle (Plan-Do-Check-Act):** Framework for problem-solving and continuous improvement.
- **Root Cause Analysis:** Identifying the root causes of problems to prevent recurrence.

PERFORMANCE METRICS

- **Key Performance Indicators (KPIs):** Metrics used to evaluate success in achieving operational excellence.
- **Balanced Scorecard:** A tool to measure performance on safety, financials, customers, internal processes, and learning & growth perspectives.



These short study guides are a concise introduction to topics that enhance efficiency, security, and team dynamics. **Dive in with these bite-sized learnings** to get to know the terms, tools and topics that can drive success and innovation in your manufacturing processes!

Want more information? Contact us today!

<https://vmec.org/contact/>



RESOURCES

“Practice isn't the thing you do once you're good. It's the thing you do that makes you good.”

MALCOLM GLADWELL, OUTLIERS: THE STORY OF SUCCESS



Recommended book: *Creating a Lean Culture* by David Mann

This prize winning book shows you how to implement a sustainable, successful transformation by developing a culture that gets your stakeholders throughout your organization involved and invested in the outcome.

VMEC case study on the power of value stream mapping:

[Super Thin Saws Sharpens Their Current Condition And Plans For Their Future With Value Stream Mapping](#)

WHAT WE DO

At VMEC, we serve as an extension of your team to implement manufacturing best practices to solve operational issues and transform your business. We can show you how to integrate continuous improvement into your manufacturing process, empowering both managers and employees to recommend and implement changes that achieve greater efficiency.

- Develop a culture of continuous improvement
- Train
- Coach
- Create an environment to enhance existing talent and develop new skills



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Need help or want to dive deeper? Contact Phil! Phil has been helping manufacturing businesses improve and grow his entire career.

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