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Program Overview

O E C P

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A hands-on, interactive & project based Operational Excellence Certificate Program (OECF) offered by Makoto Flow Ltd. is tangible evidence of having gained the wisdom, technical expertise and meaningful understanding of how People & Processes (your system) must be aligned for greater Performance.

Operational Excellence



Improve the Organizational Culture in Your Company.

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What is Operational Excellence?

Your OECP Certificate tells the world that you are serious about your profession. The in-depth knowledge of operational excellence gained through our selected engagement workshops will provide you and your organization with a competitive advantage over your competitors.

Operational Excellence (OpEx) is not easily defined. Some descriptions are too broad. Others set parameters so narrow that the ultimate definition seems too focused in scope.

At Makoto, we believe to truly leverage operations to achieve business growth, the first step is to understand what Operational Excellence really is, and then how we achieve it.

Think of OpEx as – “the ability of every leader to visualize the flow of value creation to your customers and the capability to identify & solve problems within that flow.”

Simple, direct and impactful to any aspect of your business.

The key to success in achieving OpEx starts with the right definition, one that every leader at every level of the operation or business can attribute their daily activities to and one that helps them to understand why and how to achieve it. Our focused approach drives specific behaviors that put into action the right activities to generate the best results for the business.



When your People are involved in Continuous Improvement activities, and their Performance is properly measured, visualized & connected to “what matters most”, then the natural and unavoidable consequences result in true

“Operational Excellence”

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How to Achieve Operational Excellence?

There are two major steps when done correctly, enable teams & organizations to achieve Operational Excellence.

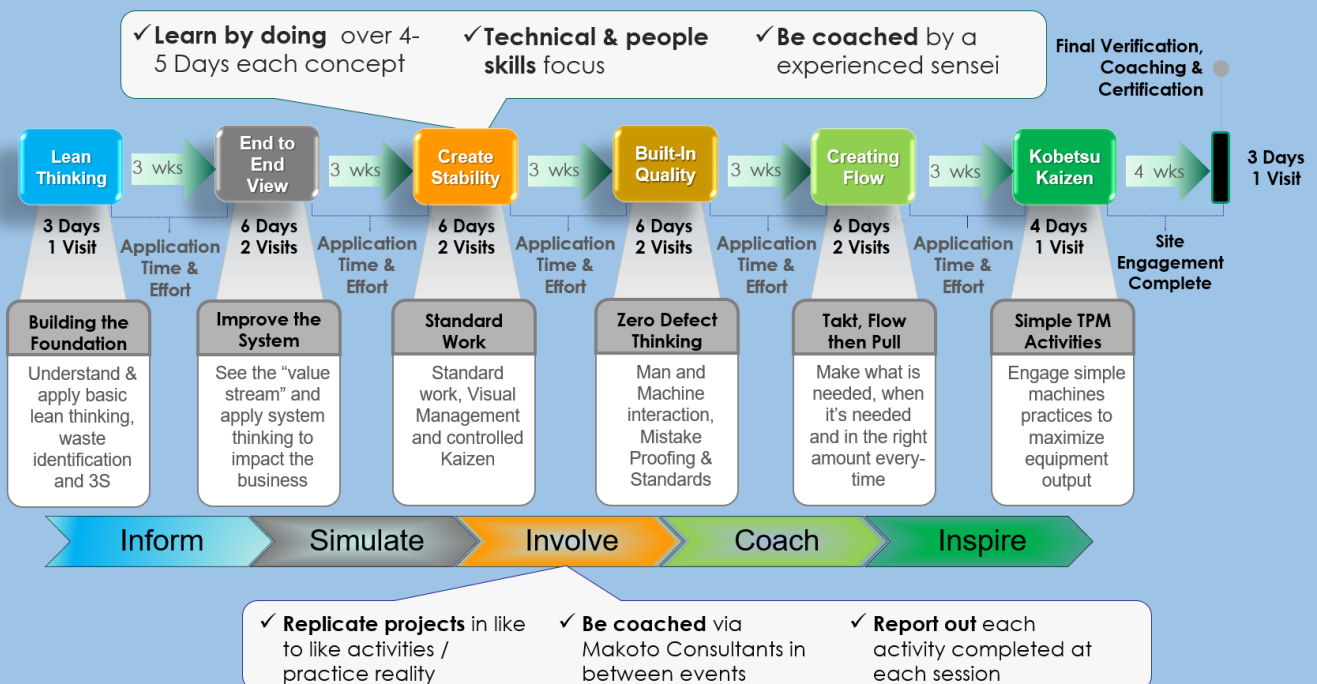
- 1) Visualize the destination...how it looks and functions plus what it delivers differently.
- 2) Build a “roadmap” for that destination...steps with clear activities, areas of application and selection of impactful projects.



Once we define Operational Excellence and create the roadmap that every leader follows, we embark on the journey to achieve it. Our roadmap starts with education attributed to simulations, and then into the practical application of concepts on real processes & procedures. Due to our “project-based approach” with a 30% classroom and 70% application engagement plan, our OpEx approach drives real impactful change to any service or manufacturing business platform. Common outcomes include:

- 100% Knowledge & Application Retention
- 60% Reduction in Lead Time Activities
- 50% Increases in Customer Deliverables
- 35% Reduction in Operational Costs

OpEx Execution Strategy



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What are the Benefits of OECP?

Whether you are in the Service or the Manufacturing industry, all the operational benefits normally associated with the spirit of continuous improvement dramatically improve once we achieve Operational Excellence. These include but not limited to the following:

- A strong focus on Customer Demands & On-time deliveries
- Better Inventory turns to free up Cash Flow
- Reduction of Lead time efforts that improve Customer Experiences
- Drastic improvement in Team Performance & Individual Productivity
- Alignment of actions that Maximize Budgets & Shared Resources
- Consistent Quality outcomes that Satisfy
- Far less Management Engagement, resulting in more Team Ownership

However, the true impact of executing a clear OpEx plan on an organization is much deeper and far more profound. Far less functionalization of departments and teams begin to take place. Decisions are made faster, and solutions are generated easier due to alignment. More capacity is uncovered by maximizing the skills & talents of your people.

The bottom-line is that management's time is now focused on "business growth", not on putting out fires!

Processes Highlight Problems, People Solve Them

People Systems

- ▶ Leader Standard Work
- ▶ Leadership Discipline in Action
- ▶ System Thinking
- ▶ Organizational Design
- ▶ Leaders are Coaches/ Teachers
- ▶ Gemba 'Go See'
- ▶ Leader Led Improvements



Process Systems

- ▶ Just In Time Concepts
- ▶ Jidoka & Quality Concepts
- ▶ Drive Strong 3S
- ▶ Visual Management & Control
- ▶ Takt, Flow then Pull Thinking
- ▶ Standard Work
- ▶ End to End Perspective
- ▶ Rapid Problem Solving



Direction



Talent



Systems



Outcomes



What Can You Expect On This OEC Journey?

We all can agree that the “key” to implementing and sustaining Operational Excellence is focusing on the “Customer’s Needs” while keeping employees positive and empowered and continuing to drive improvements in the workplace practices.

Operational Excellence takes *Practice, not just Understanding*

The message we want all of our participants to get instantly and clearly is that the actions you take are more important than the knowledge you gain. Through our hands-on coaching, our program is about changing the way work is done, not debating whether we should or shouldn’t!

What can you expect?

- Develop improvement plans based on learnings from the Value Stream Analysis
- Clearly identify and eliminate wasteful activities that don’t add value to the Customer Experience
- Understand the OpEx Model, Methods and Steps to Implementation
- Define and implement Standard Work, Visual Management Controls and System Thinking
- Motivate other Staff by developing their sense of Ownership & Empowerment
- Coach and Model expect Leadership Behaviors
- Ability to identify areas of opportunities to drive Event Based Improvements

The IMPACT of our OEC

Results & Action Focused, *through a sequence of structured activities where OpEx activities are used primarily as the method of implementing improvements that enhance the Customer Experience or as a means to make laser focused changes in business practices.*

Alignment with Company Goals (Strategy), *hence all OpEx activities have direct alignment & impact with the overall business strategies providing positive opportunities to grow your Business Competitiveness and satisfy Stakeholders needs.*

No Involvement, No Commitment, *with the focus on participation, our primary way of engaging OpEx activities is with people and leaders of the organization who have direct responsibilities for attainment of outcomes. This is fundamental to ensure that the continuous improvement culture takes root.*

Creation of Standards & Daily Activities, *OpEx activities utilize specific Principles & Practices to identify areas of opportunities and then execute a “strategy of action plans” to eliminate the waste or inefficiency. Standards are created and then improved through the proactive use of Plan Do Check & Act Cycle (PDCA).*

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A Profile View of Your Coaches & Facilitators

With a natural talent for building relationships and coaching individuals to achieve astonishing results, DJ & his 69 Global Partners can support your efforts to truly impact your business. Passionate about engaging the hearts and minds of people especially leaders, we will bring to your company a creative, dynamic and unique approach that is mixed with business & engineering concepts in the application of Best OpEx Practices that attain “break-through” results!

With 35+ yrs of global experience influencing at every opportunity from the board room to the shop floor, we embrace the tenets & enablers of End to End Thinking. Our deep sense of humility, clarity of purpose and calming presence, creates opportunities for success.

**We see OpEx as a
means of *Fixing*
what people have
made *Complex*, by
finding *Simple*, yet
powerful *Solutions*!**



Our Global Influence

Our Expertise Resides Within Best Practices & Processes, mentored by three very prominent Japanese sensei's (experts) for more than 30 yrs, our OpEx activities are about approaching issues with a systematic methodology for finding the right solutions. Working in 18 different industries, in 40+ countries is proof that the “Thinking People System” we deploy with Operational Excellence drives the right results for any industry challenge. Lastly, we are humbled to collaborate with some of the worlds best known Consulting Firms by assisting them in executing implementation plans or in visiting Japanese companies Living and Modeling these behaviors on a daily basis.





Schedule A Call Or Email Us To Enroll?

This program is simple: **Inform, Involve & Inspire.**

- Discussing the issues that matter to you and your business is important to us.
- Sharing knowledge of how others have harnessed the power of **“End to End Thinking”** to impact mindsets.
- With 50+ yrs experience between us, we’ve consistently focused on driving OpEx through real **behavioral change**.
- Create value with our proven and time tested **“Makoto Blueprint”** deployed as a business strategy...focused execution that has changed so many lives and delivered real business results.
- Gain insights on Operational Excellence that leads to **Exceptional Customer Experiences** at some of the biggest brands plus some real case studies and challenges along their journey!

The fastest and easiest way to enroll is to schedule a quick call first via Calendly. Here is the link:

calendly.com/dduarte-1

However, if you wish to find out more about our competent capabilities, please feel free to do so with the details provided below.



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We look forward to serving you soon!

Take Advantage of Our Operational Excellence Certification Program (OECF)

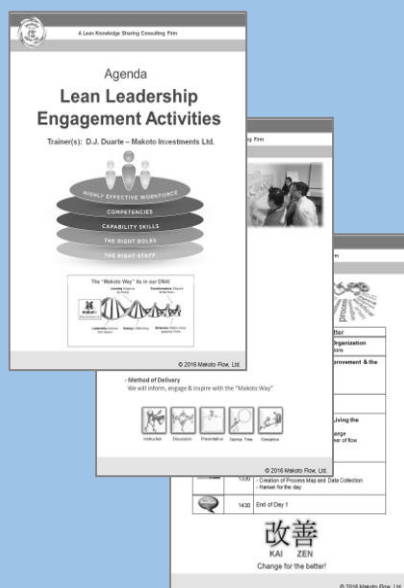
Personalized Coaching



Driving the 12 Paradigms

Traditional Leadership Behavior	Lean Leadership Behavior
Short term results focus	Long term focus on purpose
Get the product out (push)	Market-in (flow and pull)
Individual optimisation (speed things up)	Overall optimisation (reduce waste)
Standards limit creativity	Standards enable continuous improvement
Hide the problem	Make the problem visible
We can't afford to stop the process	Stop and fix the problem
People as cost	People as assets
A leader is a boss	A leader is a teacher
Go to the online dashboard	Go see for yourself on the gemba
Who's to blame?	Why? Why? Why? Why? Why?
Plan quickly, act slowly	Plan slowly, act quickly
Experts and specialists solve problems	Everybody solves problems

Detailed Agendas



Case Studies & Value



Testimonials

