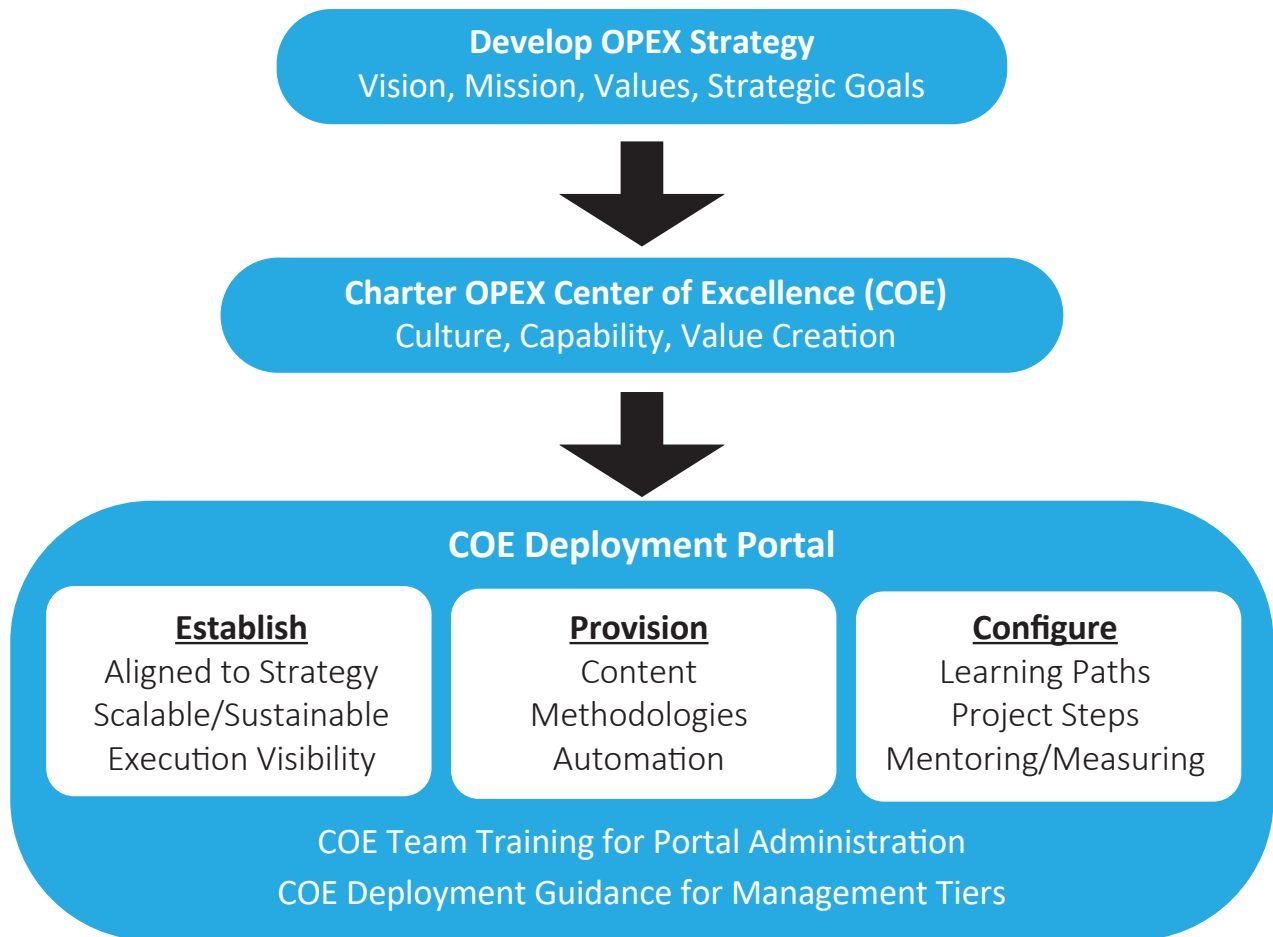


## Pathway to Next Generation Operational Excellence

From the C-Suite to the Front-Line  
Powered by the OpusWorks Deployment System



### Customize

- Strategic Goal Categories
- Project Phases, Activities, Resources
- Capability Building Roadmaps
- Materials, Videos, Documents
- User Access Paths
- Automated Registration, Enrollment (Class, Open, Project Only)
- Completion/Certification Requirements
- Portal Vernacular (ie. Green Belt vs Advanced or Student vs Practitioner)
- Survey, Quiz, Test, Assignment, Recognition Criteria Fine-Tuning
- Success Measures/Dashboards (scores, satisfaction, performance, progress)
- Alerts and Push Communications for Leaders, Mentors, Students

## Learning Content

- e-Modules: ~100+, 4 languages
- Test Questions: 1000+
- Capstones/Simulations: DMV, Aircraft, Agriculture
- Materials: Guides, Workbooks, Templates, Videos and more
- Competencies (34 so far)
- Anything Web-Accessible

## Branded Portal

Assets  
Roadmaps  
Methodologies  
Data Measures  
Governance

## Doing Databases

### Projects:

- Activities
- Questions
- Resource Files/URLs
- Artifacts

### Competencies:

- Skills
- Artifacts

## Capability Building Tracks (samples) (Certifications, Competencies, Re-Certifications, JITs / Refreshers)

### Exec/Managers (Understand - Lead)

Displaying all class activities.

- DELIVERING VALUE TO THE CUSTOMER
- Kickoff Information

**Understanding Customer Needs**

- Custom Client Video - Customer Importance
- Expert Content - Reaching Goals
- THE FIVE PRINCIPLES OF LEAN - BASIC
- Translating the Voice of the Customer

**Leading Change**

### Practitioner (Certify - Deliver)

Displaying all class activities.

Class begins on Monday, November 13, 2023

- DELIVERING VALUE TO THE CUSTOMER
- Kickoff Information
- Come to Class between 11/15/2023 and 11/15/2023

**Understanding Customer Needs - 11/16/2023**

- Custom Client Video - Customer Importance
- Expert Content - Growing profit via Customer ...
- YouTube Video - Customer Perspective
- Translating the Voice of the Customer
- Conducting a VOC Study
- Mapping the Process
- SIPOC

### Front-Line (Learn - Do)

Displaying all class activities.

- DELIVERING VALUE TO THE CUSTOMER
- Kickoff Information

**Understanding Customer Needs**

- Custom Client Video - Customer Importance
- Expert Content - Customer Focus
- YouTube Video - Customer Perspective
- THE FIVE PRINCIPLES OF LEAN - BASIC
- GOING TO GEMBA - BASIC
- WASTE ELIMINATION - BASIC

## Project Tracking (Guiding / Mentoring / Measuring / Reporting)

PROJECTS TO DO LIST CHAT ANNOUNCEMENTS REPORTS PARTICIPANTS QUESTIONS SETTINGS ACTIVITIES METHODOLOGY LIST

GB\_20035\_LERIGOU (316)

FULL PROJECT - ACTIVE  
STARTED ON 07/01/2023  
EXPECTED COMPLETION ON 09/13/2023  
VIEW QUICK REFERENCE GUIDE

**DEFINE** DUE 07/10/2023

DEFINE INTRODUCTION

DEFINE PHASE OUTPUTS

INITIATE THE PROJECT

CREATE DRAFT PROJECT CHARTER !

LAUNCH THE IMPROVEMENT TEAM

**INVITE TEAMMATES AND SET DATES**

DEFINE THE PROCESS

CREATE A SIPOC DIAGRAM !

**ACTIVITY**

**INSTRUCTIONS**

NOT REQUIRED NOT COMPLETE All Team Members

DEADLINE

MESSAGES

STATUS UPDATE

**RESOURCES**

EVENT LOG

**DMAIC**  
Launch the Improvement Team

OpusWorks  
Rapid Scaling Made Simple

PROPOSE - PROPEL - PROVE

Getting the right people to be a part of your project is

## COE Deployment Portal Impact

Systematize execution disciplines and share best practices to make your OPEX more scalable, sustainable, visible, and value creating.

Build culture and accelerate speed to results with roadmaps and paths aligned with your OPEX Strategy.