

# Operational Excellence



In this course you will get the necessary tools to transfer strategic & operational process management to your own business. Additionally, you get to know and identify success factors and hurdles for a sustainable implementation of Operational Excellence.

## Operational Excellence - 2<sup>nd</sup> - 3<sup>rd</sup> March 2021

- Process management
- Value adding processes
- Strategic and operative process management
- A practical insight in process oriented reorganisations

## Top speakers

- Prof. Dr. Thomas Friedli, University of St. Gallen
- Dr. Lüder Tockenbürger, PRO4S & Partner GmbH

## What our students said

- Practical insights
- Wealth of industrial experience
- Very insightful course

This course will take place as an online or presence course.

Course fee: CHF 1'400.--  
Course language: English  
Registration: [www.iimt.ch](http://www.iimt.ch) or [iimt@unifr.ch](mailto:iimt@unifr.ch)