



Construction Operational Excellence and Workflow Reliability Course

29 March – 2 April 2027
Milan

Construction Operational Excellence and Workflow Reliability Course

Ref: 543_142234 **Date:** 29 March – 2 April 2027 **Location:** Milan **Fees:** 7000 Euro

Overview

Construction Operational Excellence and Workflow Reliability Course is a five-day intermediate course for construction managers, site leaders, planners, supervisors, and quality and safety coordinators who leave with a Construction Operational Excellence Action Plan. Participants connect reliable planning, production flow, resource readiness, waste reduction, quality controls, safe work interfaces, performance measures, and structured problem solving. The course turns fragmented site activity into measurable operating routines. Agile Leaders Training Center presents construction operational excellence as disciplined improvement of project production.

Who Should Attend

- Teams responsible for coordinating construction production and site execution
- Personnel who plan near-term work and manage constraints and commitments
- Functions that integrate quality controls with safe work interfaces
- Staff who measure productivity, workflow reliability, and operational variance
- Leaders who guide problem solving and continuous improvement on projects

The course assumes participants can interpret construction work plans and site performance data, and it leaves out contract administration, detailed scheduling software, certification preparation, and standalone safety management.

Departments and Industries

The course supports departments and industries that plan, execute, coordinate, and improve construction operations.

- Building, civil infrastructure, and industrial construction
- Energy, utilities, transport, and facilities delivery
- Construction operations, site management, and production planning
- Quality, safety, engineering, and project controls
- Contractors, consultants, owners, and supply-chain partners

Learning Objectives

By the end of this course, participants will be able to:



- Analyze construction flow, value, waste, and operational constraints
- Apply reliable planning and commitment-management routines
- Evaluate resource readiness, quality controls, and safe work interfaces
- Use performance measures to diagnose variance and recurring loss
- Apply structured problem solving and test countermeasures
- Build a construction operational excellence action plan

Course Agenda

Day 1: Operational Excellence and Production Flow

- Construction Value, Flow, and Waste Observation Map
- End-to-End Production Process Mapping Method
- Workflow Handoff and Variability Analysis
- 5S Visual Workplace Assessment
- Operational Excellence Baseline Scorecard

Day 2: Reliable Planning and Resource Readiness

- Last Planner System Planning Conversation Map
- Phase Pull Planning Sequence Board
- Make-Ready Lookahead and Constraint Log
- Weekly Work Plan and Reliable Promise Method
- Labor, Materials, Equipment, and Information Readiness Check

Day 3: Quality, Safety, and Daily Control

- Quality-at-Source Control Point Matrix
- ISO 45001:2018 Plan-Do-Check-Act Safety Interface
- Daily Coordination Huddle Board
- Visual Management and Work-Zone Status Controls
- Defect, Rework, and Safe-Work Escalation Route

Day 4: Measurement and Problem Solving

- Percent Plan Complete Calculation and Trend Chart
- Reasons-for-Variance Classification Method
- Productivity and Flow Performance Dashboard
- A3 Thinking Root-Cause Analysis
- Countermeasure Test and Follow-Up Register



Day 5: Operational Excellence Practice

- Exercise: Diagnose a Construction Workflow Breakdown
- Exercise: Build a Constraint-Free Weekly Work Plan
- Exercise: Integrate Quality and Safety Control Points
- Exercise: Analyze Variance and Select Countermeasures
- Capstone Exercise: Construction Operational Excellence Action Plan

Practical Exercises

The course uses suggested activities to convert construction performance evidence into coordinated improvement action.

- Suggested activity: map value, flow, handoffs, waste, and variation across a construction production sequence.
- Suggested activity: prepare a lookahead constraint log, readiness check, and weekly work plan with reliable commitments.
- Suggested activity: combine quality-at-source and safe-work controls on a daily visual management board.
- Suggested activity: use performance trends, reasons for variance, and A3 Thinking to select and track countermeasures.

FAQs

Who suits the construction operational excellence course and what does it assume?

It suits personnel who coordinate site production, planning, quality, safety, and improvement, and assumes they can interpret work plans, construction sequences, resource needs, and basic performance information.

How does construction operational excellence differ from general project management?

Construction operational excellence focuses on production flow, reliable commitments, daily control, waste, quality, safety interfaces, and continuous improvement, while general project management addresses the wider governance of scope, schedule, cost, procurement, risk, and stakeholders.

How does workflow reliability improve construction operations?

Workflow reliability improves operations by exposing constraints early, aligning handoffs and resources, securing credible commitments, measuring completion, and learning from variance before repeated disruption affects downstream work.



Which measures support construction operational excellence?

Useful measures connect plan reliability, production flow, productivity, constraint removal, defects, rework, safety observations, resource readiness, and countermeasure follow-up to the decisions made by site teams.

How is structured problem solving used in construction operations?

Structured problem solving defines the current condition, examines evidence, identifies causes, selects countermeasures, assigns follow-up, and checks whether the change improves the targeted operating condition.

Conclusion

Participants take back a Construction Operational Excellence Action Plan linking workflow issues, planning routines, resource controls, quality and safety interfaces, measures, causes, and countermeasures. It converts site performance evidence into accountable improvement priorities. The plan supports reliable daily execution without replacing the project's management system or technical controls.