



# **Operational Data Science and Process Improvement Training Course**

19 – 23 April 2027  
Addis Ababa

## Operational Data Science and Process Improvement Training Course

**Ref:** 821\_224037 **Date:** 19 – 23 April 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

### Overview

Operational Data Science and Process Improvement Training Course is a one-week intermediate course for operations analysts, improvement teams, performance managers, data practitioners, and operational leaders who leave with an Operational Analytics Improvement Pack. Participants define process measures, prepare operational data, analyze variation and bottlenecks, forecast demand and performance, detect anomalies, investigate contributing factors, evaluate interventions, and govern improvement evidence. The course separates observed associations from tested causes. Agile Leaders Training Center develops operational data science capability.

### Who Should Attend

- Operations functions responsible for capacity, flow, service, reliability, and daily performance
- Process improvement functions responsible for baselines, opportunities, interventions, and benefits
- Performance functions responsible for KPIs, reporting, targets, trends, and review routines
- Data and analytics functions responsible for operational datasets, models, forecasts, and insights
- Quality functions responsible for variation, capability, defects, and corrective action
- Maintenance and supply functions responsible for asset, inventory, demand, and exception decisions

The course assumes participants can work with operational tables, KPIs, and basic descriptive statistics, and leaves out advanced machine-learning engineering, software development, and formal quality certification preparation.

### Departments and Industries

The course supports departments and industries that use process data to improve performance, reliability, quality, and resource decisions.

- Operations, quality, performance, maintenance, supply chain, and continuous improvement
- Data analytics, business intelligence, planning, finance, and customer operations
- Manufacturing, logistics, utilities, transport, facilities, and field services
- Healthcare, hospitality, retail, telecommunications, and financial services
- Public services, education, professional services, and technology operations

### Learning Objectives

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



- Build reliable operational measures and analytical datasets
- Analyze process variation, flow, and bottlenecks
- Apply forecasting and anomaly-detection methods
- Evaluate contributing factors and improvement hypotheses
- Compare interventions and track operational benefits
- Build an Operational Analytics Improvement Pack

## **Course Agenda**

### **Day 1: Frame Operational Questions and Measures**

- Operational Decision and Problem Statement
- Process Boundary and Data Flow Map
- KPI Definition and Measurement Register
- Data Quality and Sampling Checklist
- Operational Analytics Baseline

### **Day 2: Analyze Variation, Flow, and Capability**

- Trend and Distribution Profile
- Common-Cause and Special-Cause Review
- Process Capability Assessment
- Cycle-Time and Bottleneck Analysis
- Segment and Driver Comparison

### **Day 3: Forecast Performance and Detect Anomalies**

- Time-Series Pattern and Seasonality Review
- Operational Forecast and Uncertainty Range
- Anomaly Detection Sensitivity Settings
- Exception Prioritization Matrix
- Forecast and Alert Validation Record

### **Day 4: Evaluate Causes and Improvement Options**

- Contributing-Factor Analysis
- Root-Cause Hypothesis Register
- Experiment and Intervention Design
- Scenario and Optimization Comparison
- Risk, Constraint, and Trade-Off Review

## Day 5: Govern Improvements and Benefits

- Operational Analytics Dashboard
- Improvement Action and Ownership Plan
- Benefit Baseline and Tracking Register
- Exercise: Investigate an Operational Exception
- Capstone: Operational Analytics Improvement Pack

## Practical Exercises

The course uses suggested activities based on service, production, maintenance, inventory, capacity, and customer-operation scenarios.

- Suggested activity: define an operational decision, create measures, assess data quality, and establish a baseline.
- Suggested activity: distinguish variation patterns, examine capability, and identify flow constraints and bottlenecks.
- Suggested activity: build a forecast, flag anomalies, tune alert sensitivity, and validate exceptions.
- Suggested activity: compare improvement options, record assumptions and risks, and design benefit tracking.

## FAQs

### Who suits operational data science training, and what does it assume?

Operations, improvement, performance, analytics, quality, maintenance, and supply functions suit the training; it assumes routine experience with operational tables, KPIs, and basic descriptive statistics.

### How does operational data science differ from business reporting?

Business reporting describes performance through established measures. Operational data science extends this work through variation analysis, forecasting, anomaly detection, factor investigation, experiments, scenarios, and validation tied to specific process decisions.

### Why distinguish common-cause and special-cause variation?

The distinction helps teams avoid reacting to routine process fluctuation as if every movement were exceptional, while directing investigation toward unusual signals and choosing system-level or event-specific responses appropriately.

### How should operational anomalies be managed?

Anomalies should be detected against an expected pattern, prioritized by operational impact, validated for data quality, investigated for contributing factors, assigned for response, documented, and monitored for recurrence and control effectiveness.



## **How are improvement benefits verified?**

Benefits are verified by defining a baseline, target, calculation rule, time window, owner, data source, comparison approach, confounding factors, costs, risks, and review cadence before claiming an improvement.

## **Conclusion**

Participants take back an Operational Analytics Improvement Pack containing decision statements, process maps, KPI definitions, data checks, baselines, variation and capability reviews, forecasts, anomaly records, hypotheses, intervention designs, dashboards, and benefit trackers. It connects analytical evidence to controlled improvement decisions. The pack gives teams a repeatable structure for investigation, action, validation, and learning.