



**MEPEC 2024**

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# Achieving Operational Excellence through SSX





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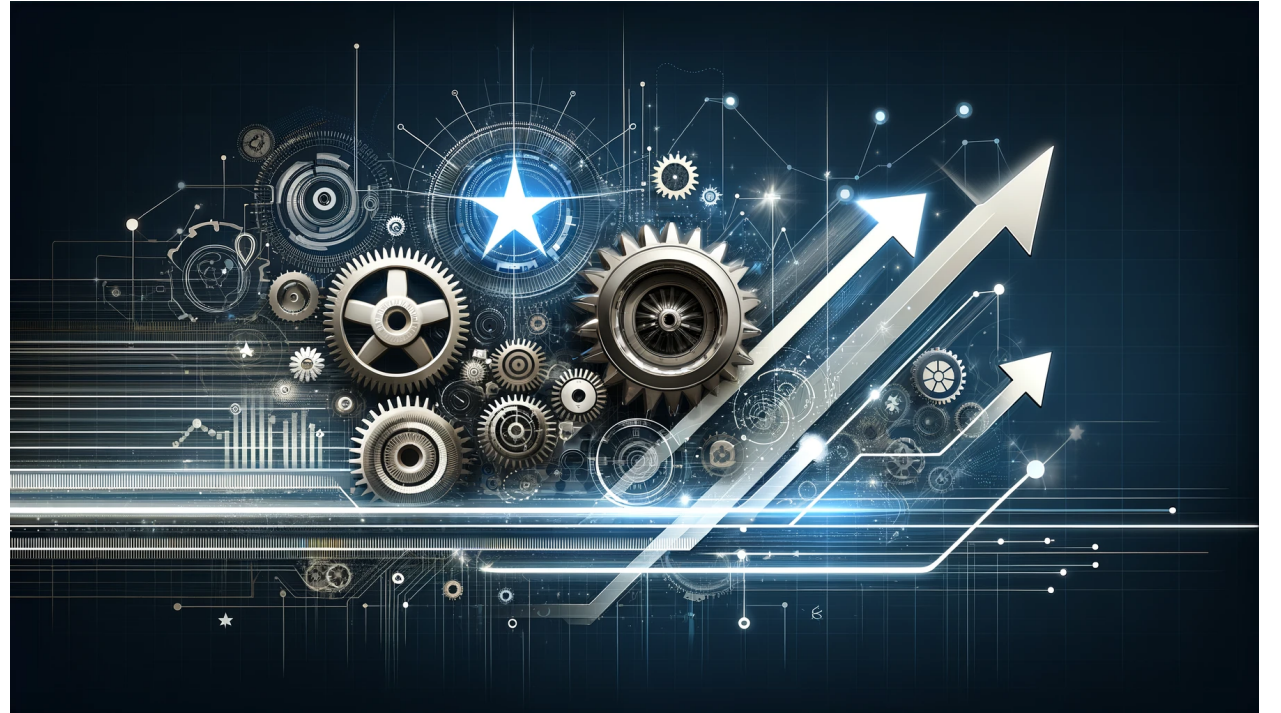
Saudi Arabia

### Bio

Mohammad Albuzaid, a seasoned Performance Improvement Consultant and author of 20 books on systems thinking applications, engineers transformative business solutions through innovative models like SSX. Discover more at [kanzae.com/mbuzaid](https://kanzae.com/mbuzaid).

# What is Operational Excellence?

- Operational Excellence is the **efficient** and **reliable performance** of business activities to meet or surpass customer expectations. It focuses on continual improvement and emphasizes a customer-centric, process-oriented strategy.



# Importance of Efficiency and Reliability

- **Efficiency:**
  - Optimizes resources, reducing costs, time, and effort.
  - Enhances competitiveness and profitability.
- **Reliability:**
  - Ensures consistent quality and service delivery.
  - Builds trust and reduces operational disruptions.



# Problem Solving and Operational Excellence

- **Operational Excellence:** Continuous enhancement of efficiency and reliability, driven by effective problem-solving.
- **Crucial Role:** Identifies and addresses root causes disrupting operations, improving standards and preparing for future challenges.
- **Impact:** Ensures sustained high performance and adaptability in organizational practices.



# Transformative Problem-Solving in Operational Excellence

## Strategic Problem-Solving:

- Employs systematic approaches for holistic solutions.

## Adaptation & Growth:

- Turns challenges into opportunities, preventing future issues.

## Outcomes & Alignment:

- Gauges success by improved metrics and business goals.



# Harnessing Problem-Solving for Excellence

## Sustained Excellence:

- Problem-solving is key for continuous operational refinement and excellence.

## Proactive Strategy:

- Anticipates issues, fostering agility and resilience in operations.

## Benchmarking Success:

- Links problem-solving effectiveness to strategic achievements and industry benchmarks.



# Embracing the Future with SSX

## Next Steps with SSX:

- Leverage the SSX model for forward-thinking solutions and cutting-edge operational practices.

## Cultivating a Culture of Excellence:

- Embed a mindset of continuous improvement and innovation across the organization.

## Measuring Impact:

- Use advanced analytics to track progress and ensure alignment with global excellence standards.





# Systemic Solutions (SSX) for Long-Term Impact

## Beyond Immediate Fixes:

- Shift focus from quick fixes to the strategic implementation of SSX for sustainable results.

## SSX Approach:

- Apply SSX to develop solutions that not only resolve current issues but also fortify against future challenges.



# Systemic Solutions (SSX) for Long-Term Impact

## Creating Lasting Change:

- SSX encourages a proactive stance, addressing root causes on a systemic level to prevent problem recurrence.

## Embedding SSX in Organizational Culture:

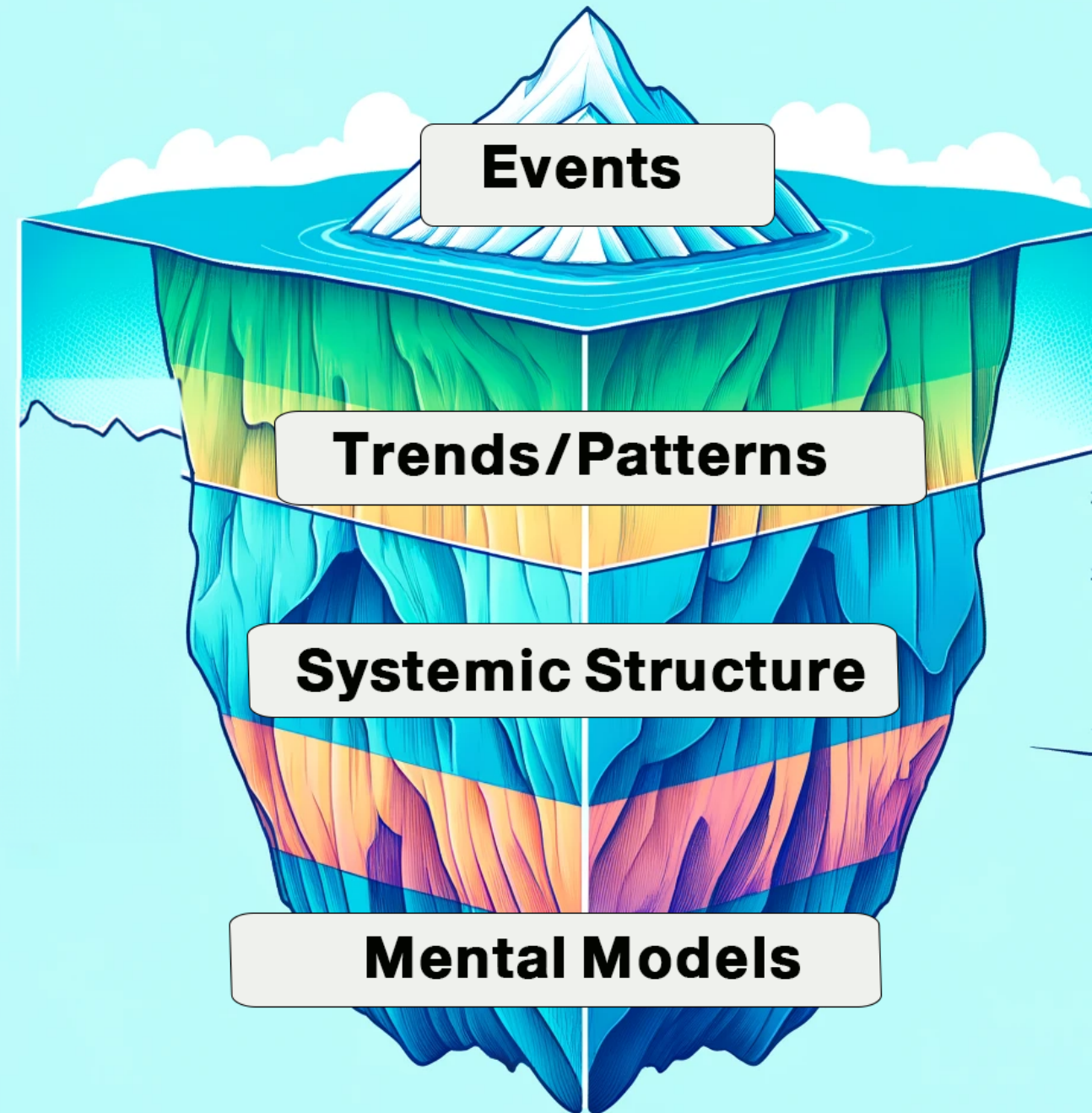
- Prioritize ongoing education in systems thinking, integrating SSX principles into daily operations.

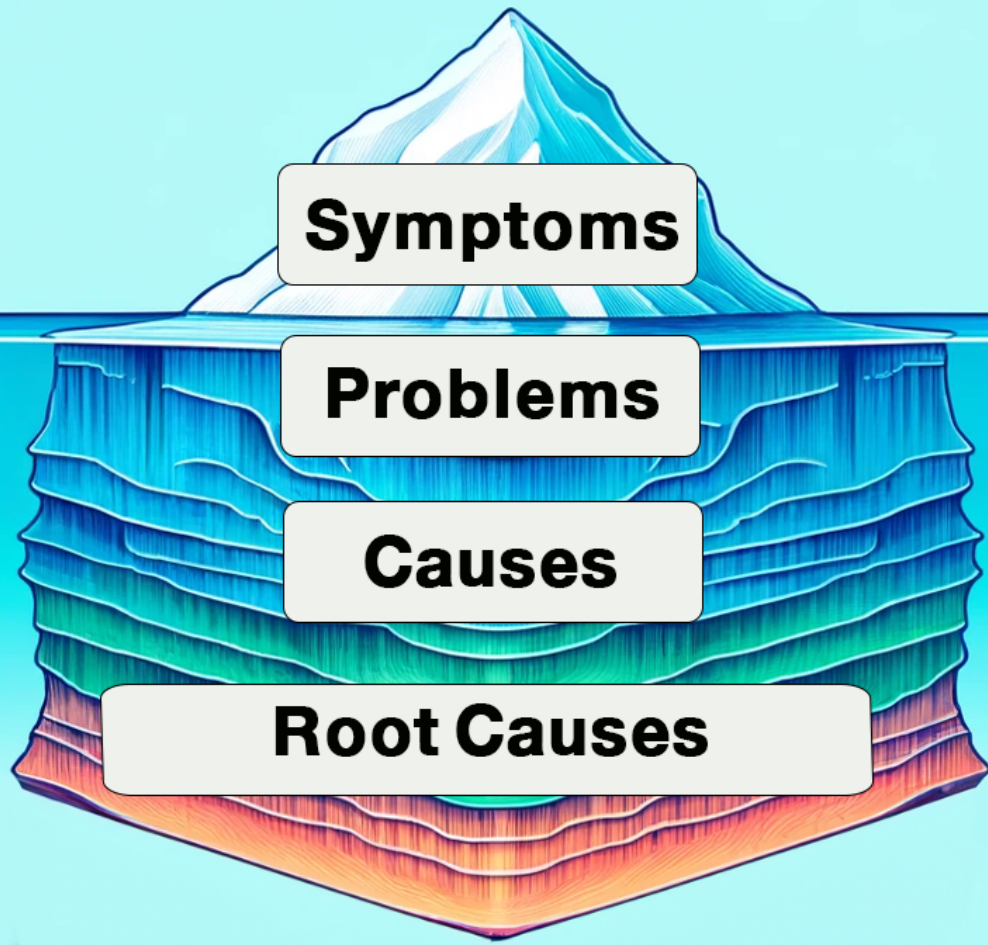


# Operational Excellence (Systems Thinking)



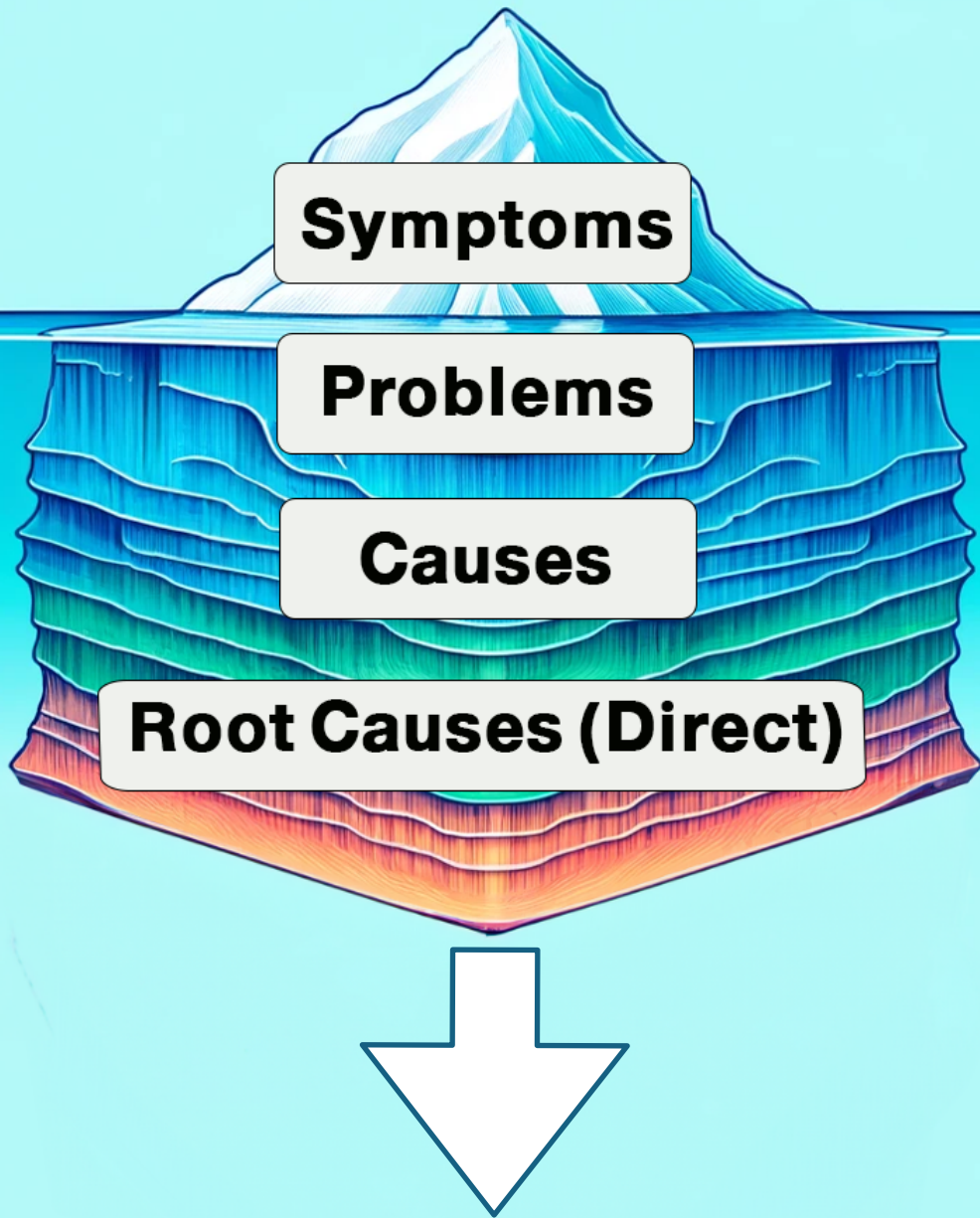
# Understanding Current Reality





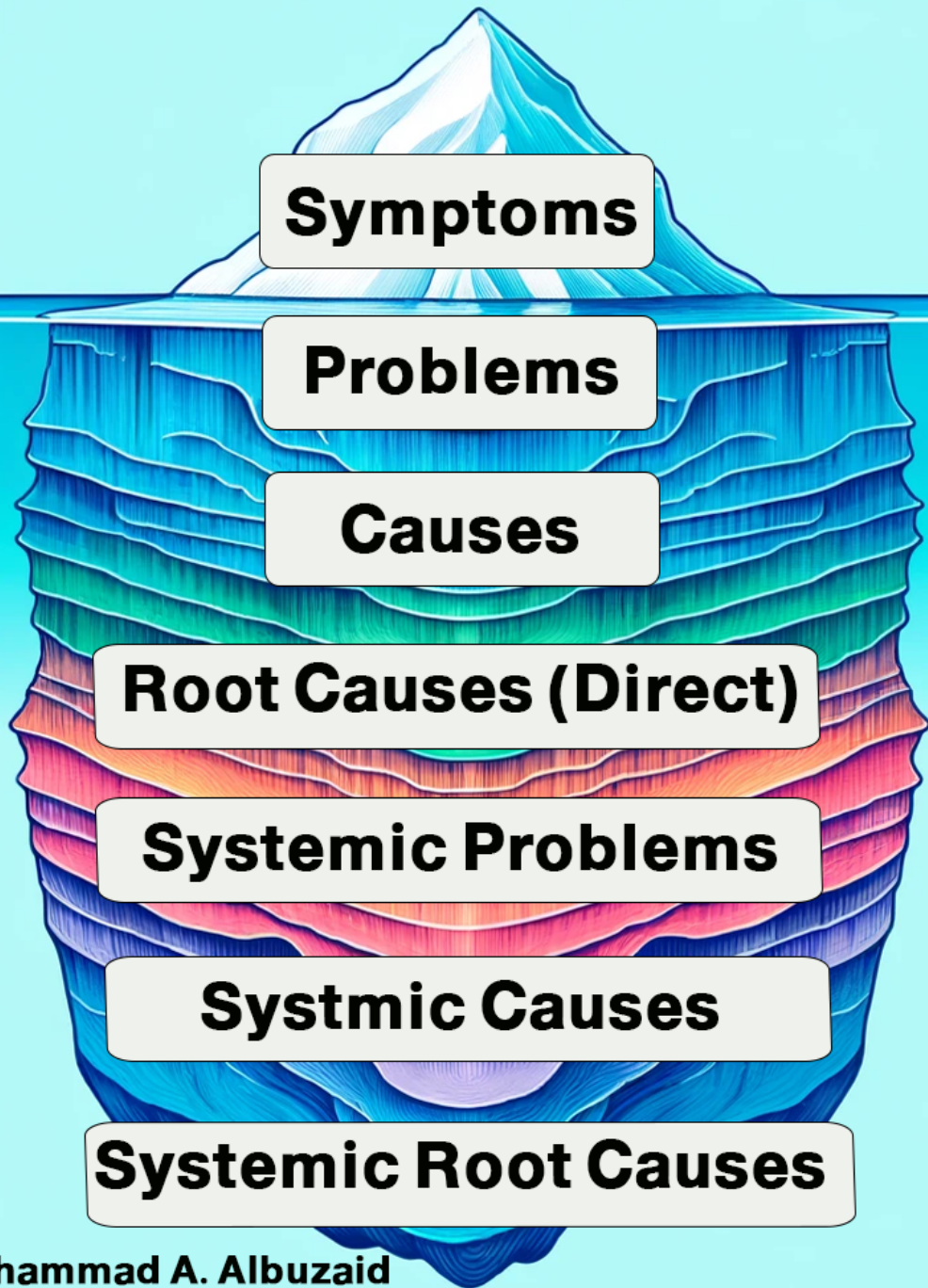
# **RCA**

## **Root Cause Analysis**



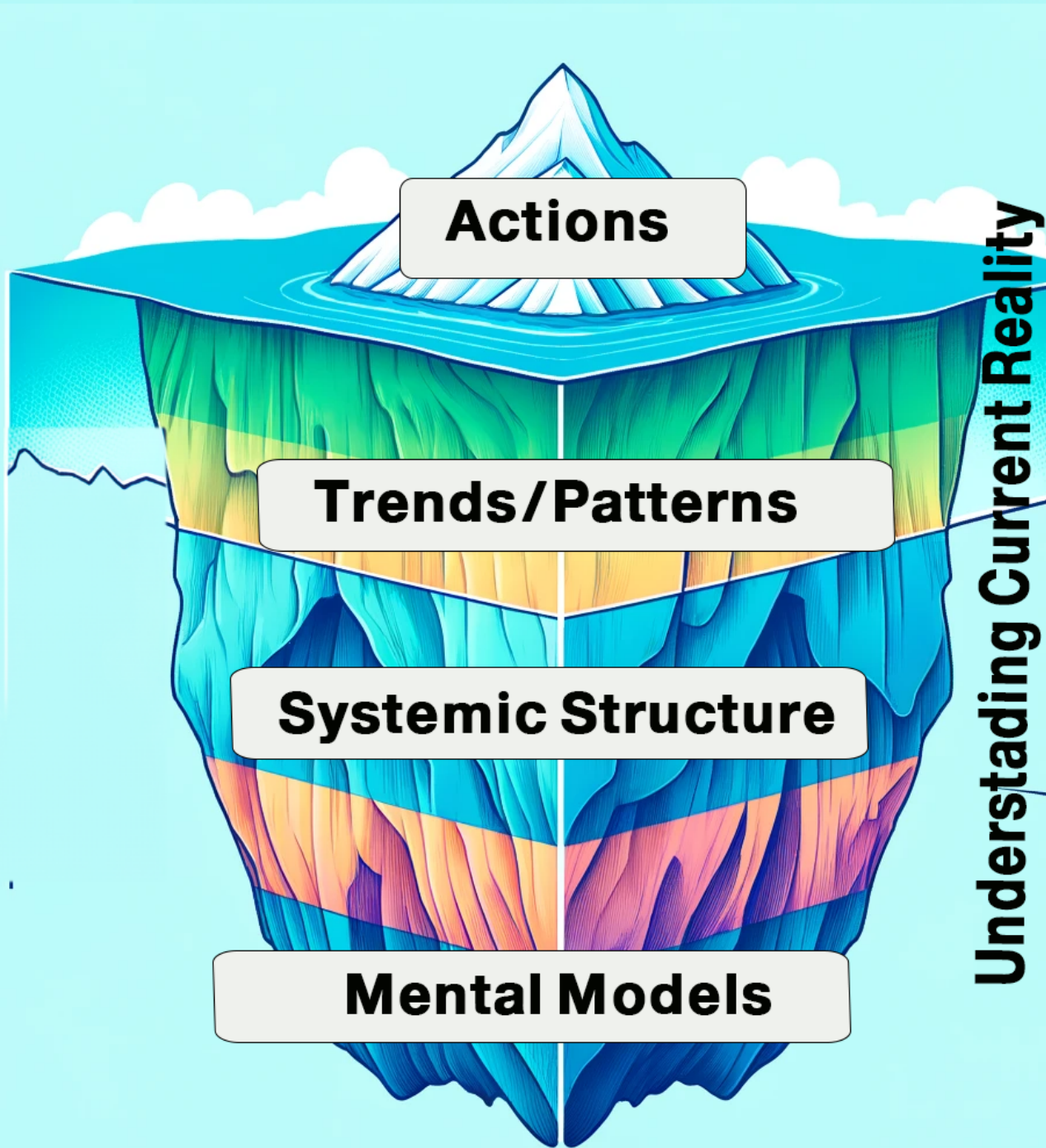
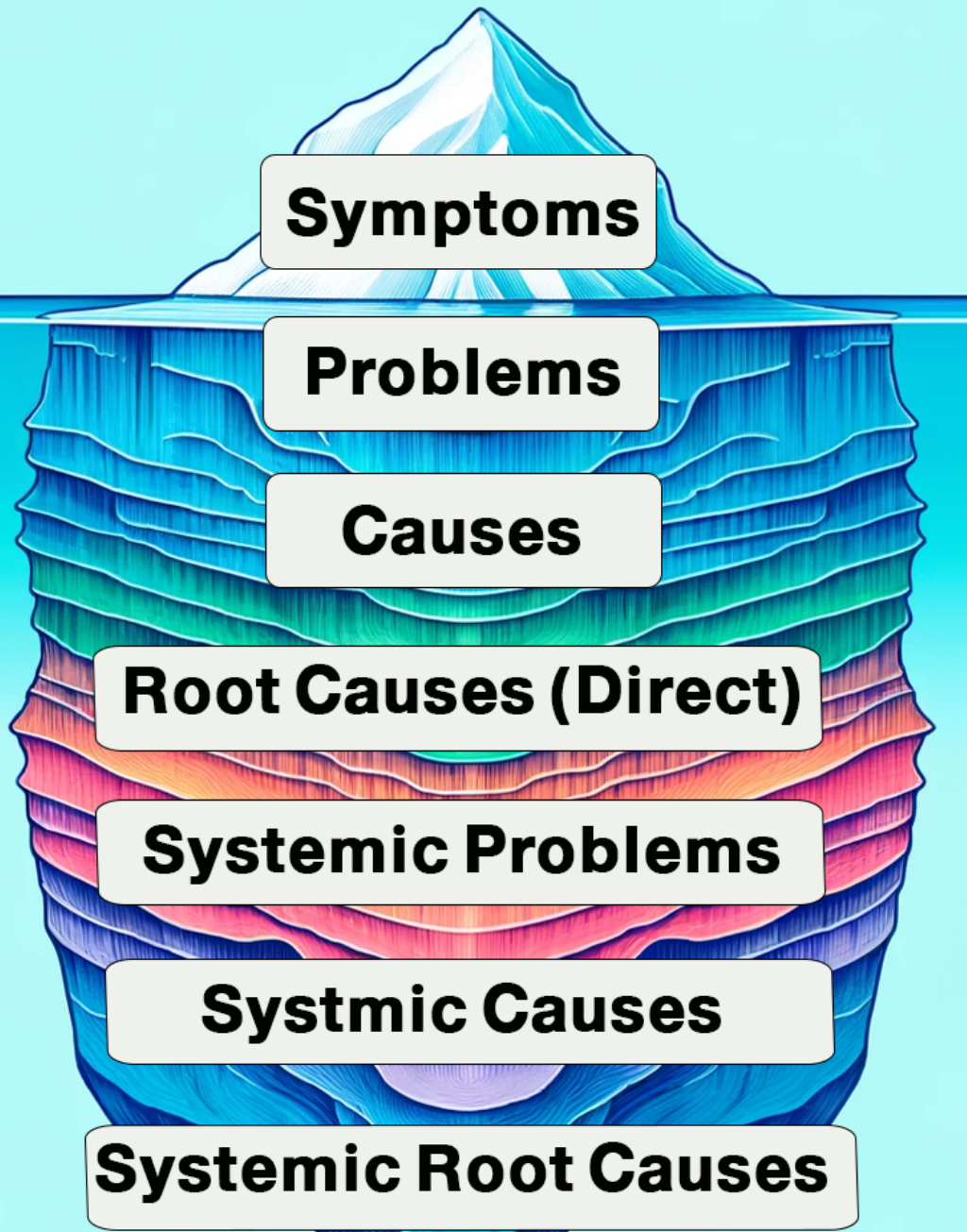
# **RCA**

## **Root Cause Analysis**



# **SSX**

## **Systemic Solutions for Complex Problems**







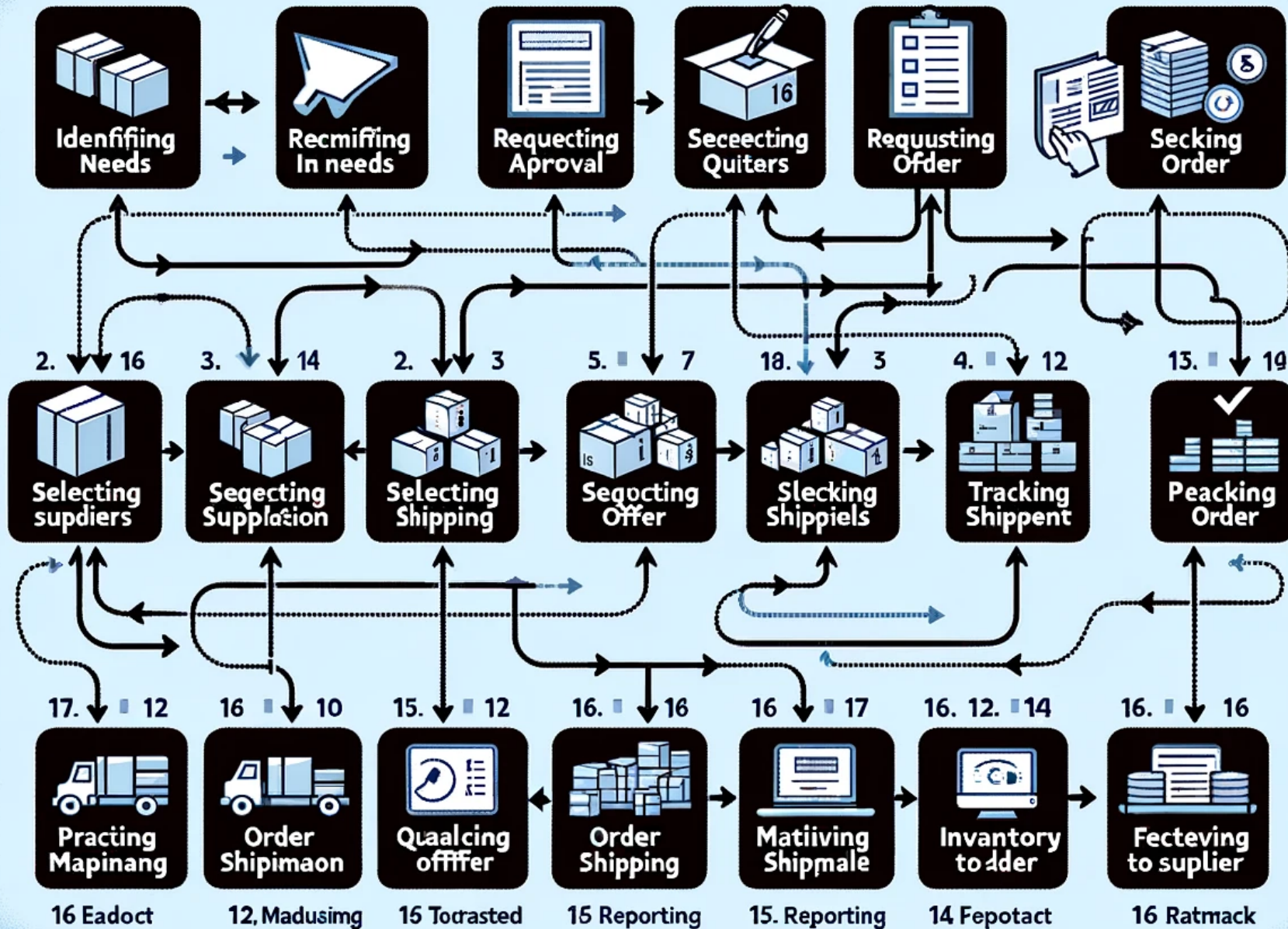
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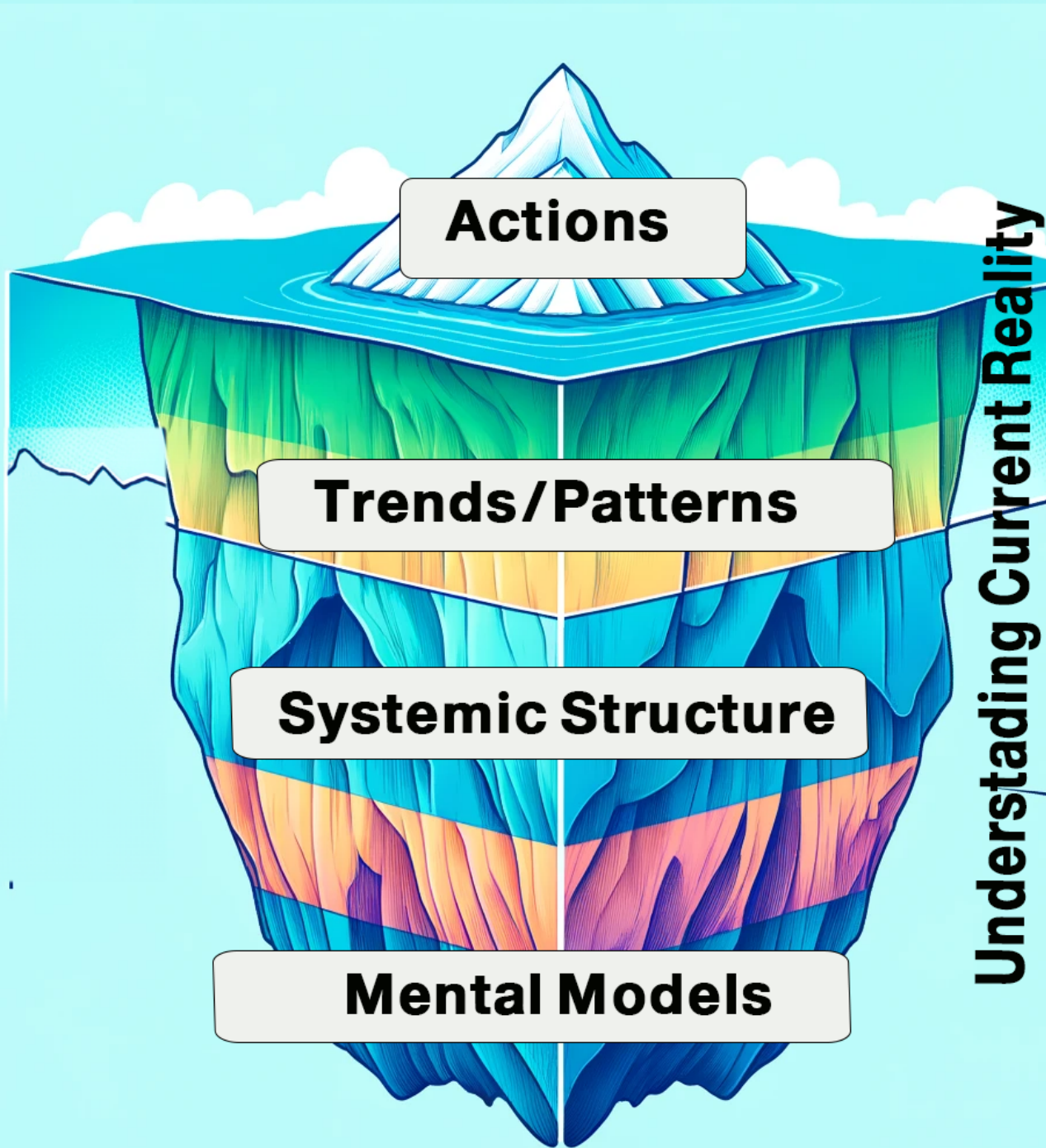
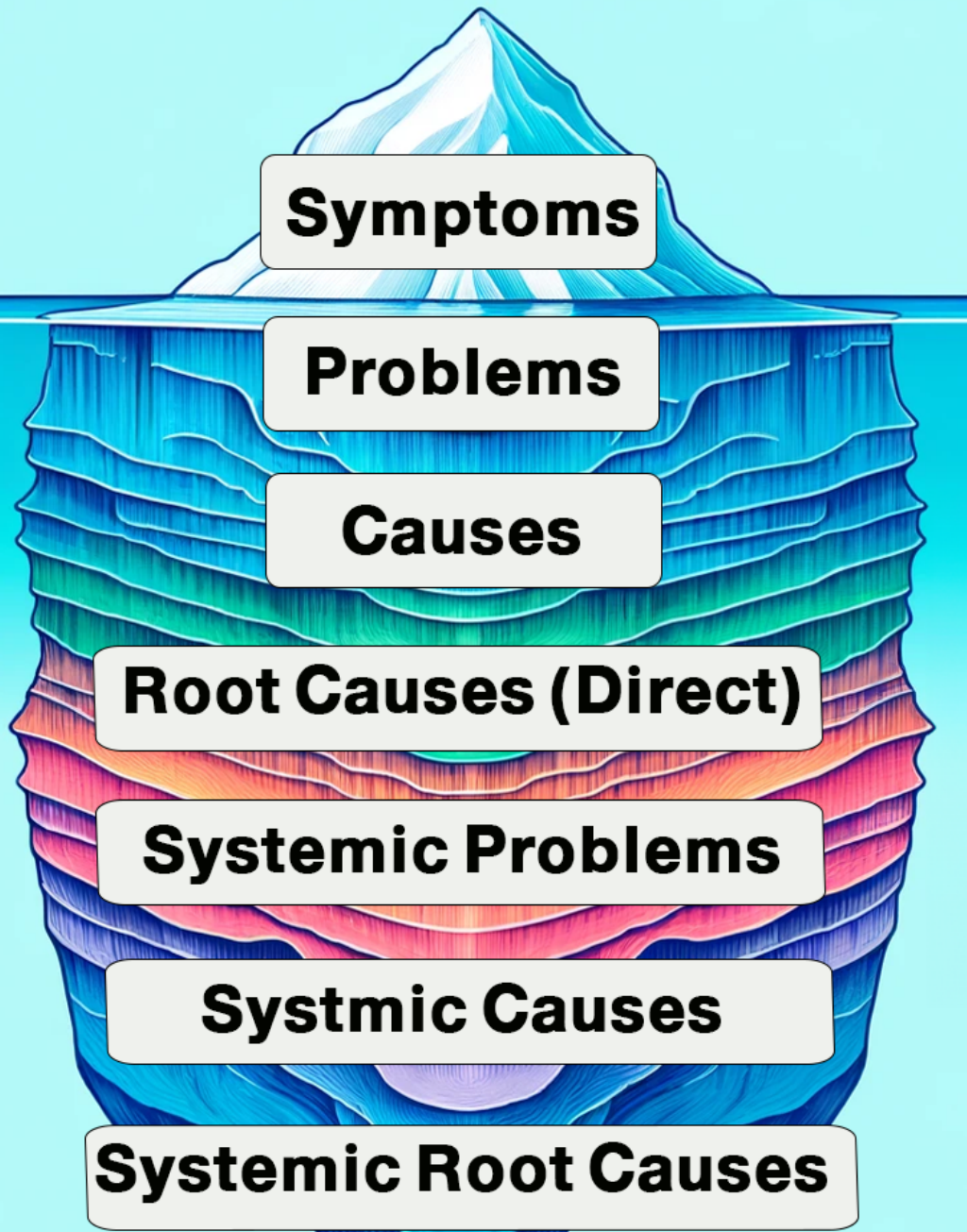
# Case Study

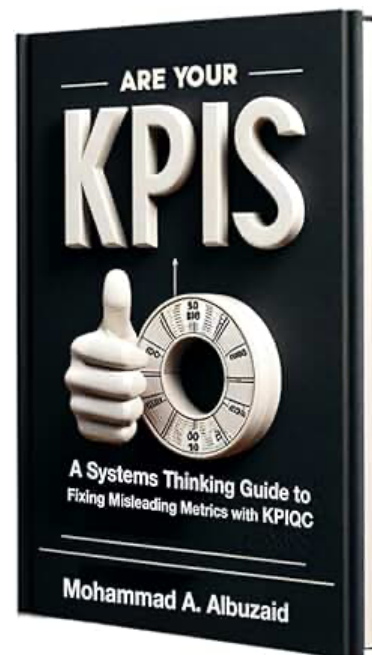
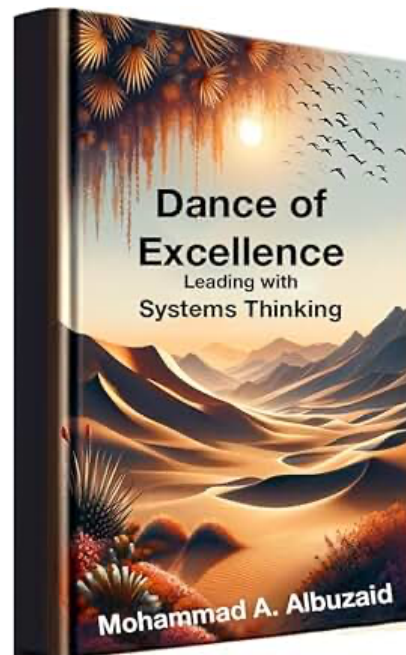
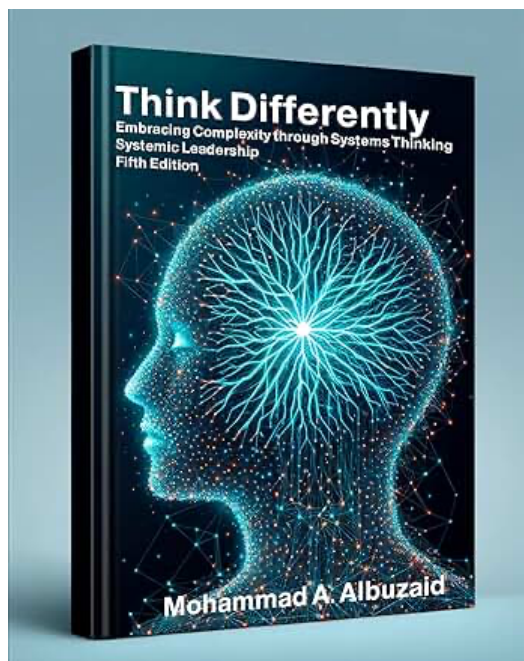
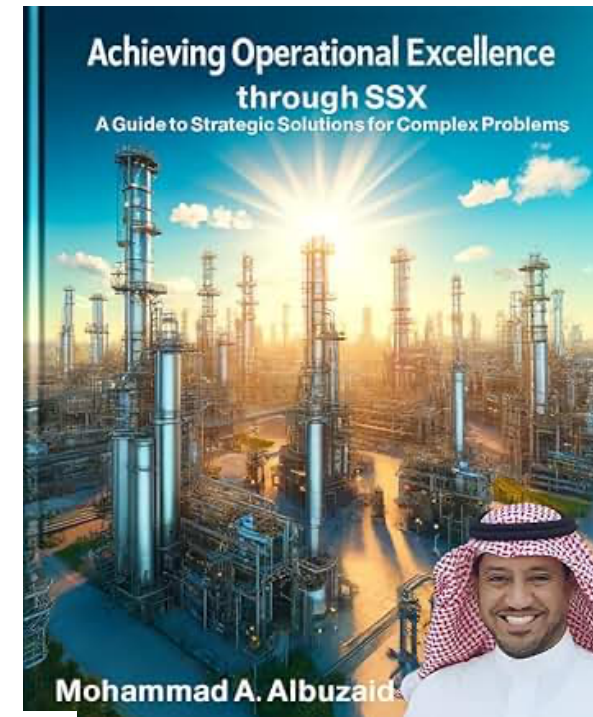
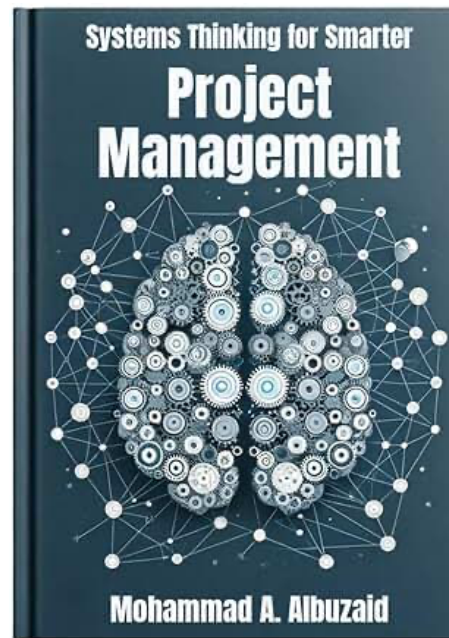
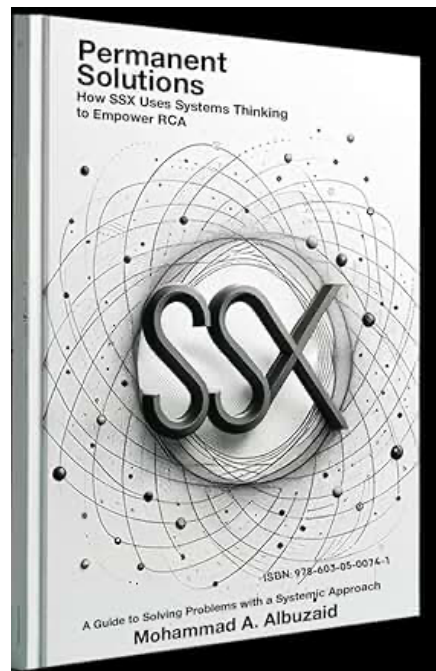
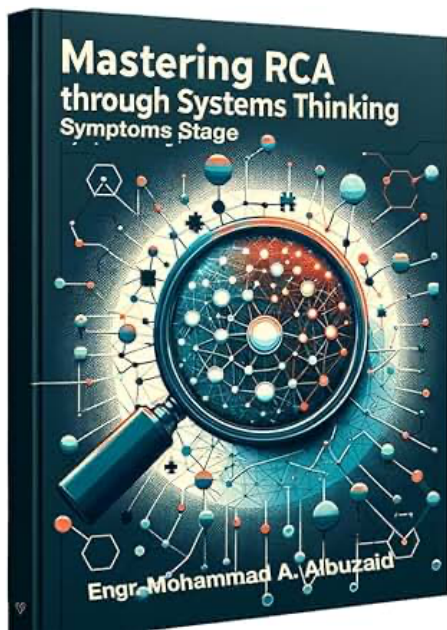
Plant Shutdown











# Systemic Solutions for Complex Problems (SSX)

Is a way of Thinking!

