Operational Excellence for Water and Municipal Service Delivery

Operational Excellence

Course Overview

Operational Excellence for Water and Municipal Service Delivery: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

- Explain the core principles and current good practice in Operational Excellence for Water and Municipal Service Delivery
- Apply practical tools and techniques for Operational Excellence for Water and Municipal Service Delivery in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Operational Excellence for Water and Municipal Service Delivery in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Engineers, technical specialists, operations staff and managers working in energy, utilities and process industries.

Course Outline

1. Foundations of Operational Excellence for Water and Municipal Service Delivery: principles, terminology and context
2. The business case: why Operational Excellence for Water and Municipal Service Delivery matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Pretoria	**$1,550**
9 to 13 Nov 2026	Windhoek	**$1,650**
16 to 20 Nov 2026	Dar es Salaam	**$1,550**

23 to 27 Nov 2026	Online	**$750**
30 Nov to 4 Dec 2026	Gaborone	**$1,450**
7 to 11 Dec 2026	Kigali	**$1,395**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.