

OPERATIONAL EXCELLENCE AND OUTCOME MEASUREMENT FOR HR LEADERS



GENTEX[®]

TRAINING CENTER



Introduction

The Operational Excellence and Outcome Measurement for HR Leaders Training Course prepares HR professionals to run efficient operations and measure the true impact of their work on business outcomes. Strong HR functions rely on clear processes, reliable data, and metrics that connect people initiatives to organizational performance. This program explores operational excellence models, HR analytics techniques, and outcome measurement frameworks used by high-performing organizations. Furthermore, participants learn how to streamline HR processes, apply Lean and Six Sigma principles, and build dashboards that track meaningful workforce metrics. As a result, attendees leave with practical tools to improve HR service delivery, demonstrate measurable value, and support data-driven decision-making across the organization.

Operational Excellence and Outcome Measurement for HR Leaders Course Objectives

- Apply Lean and Six Sigma principles to streamline HR processes
- Build HR dashboards using key workforce metrics and KPIs
- Use the Balanced Scorecard framework to align HR with business strategy
- Measure HR service delivery through Service Level Agreements (SLAs)
- Apply root cause analysis to resolve recurring HR process issues
- Design outcome measurement frameworks linking HR activities to results
- Use HR analytics tools to track turnover, engagement, and productivity
- Apply process mapping techniques to identify inefficiencies
- Build a continuous improvement culture using Kaizen methods
- Present HR performance data effectively to senior leadership

Course Methodology



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Info@gentextraining.com



- Interactive lectures on operational excellence and HR analytics models
- Practical workshops for building dashboards and scorecards
- Case studies analyzing real HR process improvement projects
- Group exercises using process mapping and root cause analysis
- Templates for measuring HR outcomes and service delivery
- Discussion sessions on presenting data to leadership

Who Should Take This Course

- HR managers and HR business partners
- HR analytics and workforce planning professionals
- Organizational development specialists
- HR shared services and operations leaders
- Talent management professionals
- Department heads overseeing HR functions
- Anyone responsible for measuring HR performance

Operational Excellence and Outcome Measurement for HR Leaders Course Outlines

Day 1: Foundations of Operational Excellence in HR

- Defining operational excellence within HR functions
- Reviewing Lean and Six Sigma core principles
- Understanding the link between HR operations and business value
- Mapping current HR processes and workflows
- Identifying inefficiencies using process mapping



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- Assessing HR service delivery standards
- Introducing the DMAIC improvement cycle

Day 2: HR Metrics and Key Performance Indicators

- Identifying core HR metrics and KPIs
- Building HR dashboards for real-time tracking
- Measuring turnover, absenteeism, and engagement rates
- Applying the Balanced Scorecard to HR functions
- Setting benchmarks for HR performance standards
- Using data visualization for clearer reporting
- Reviewing common HR metric pitfalls

Day 3: Outcome Measurement Frameworks

- Designing frameworks linking HR activities to outcomes
- Applying Kirkpatrick's model for training evaluation
- Measuring return on investment for HR initiatives
- Connecting workforce metrics to business results
- Using employee engagement surveys effectively
- Applying predictive analytics in workforce planning
- Reviewing case studies on outcome measurement success

Day 4: Process Improvement and Root Cause Analysis

- Applying root cause analysis techniques
- Using fishbone diagrams to identify process issues
- Introducing Kaizen for continuous improvement



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- Streamlining recruitment and onboarding processes
- Improving service delivery through SLA management
- Reducing process bottlenecks in HR operations
- Applying process improvement to payroll and benefits

Day 5: Reporting, Communication, and Strategic Alignment

- Presenting HR performance data to senior leadership
- Building compelling HR scorecards and reports
- Aligning HR metrics with organizational strategy
- Communicating outcomes to non-HR stakeholders
- Developing an HR operational excellence action plan
- Establishing a continuous review and improvement cycle
- Presenting final action plans for organizational rollout

Conclusion

By successfully completing the Operational Excellence and Outcome Measurement for HR Leaders Training Course, participants will have acquired practical knowledge of Lean and Six Sigma principles, HR analytics, and outcome measurement frameworks. Additionally, they will gain the skills needed to build dashboards, apply root cause analysis, and present HR performance data with confidence. Gentex Training Center designed this program to help HR leaders run efficient operations and demonstrate measurable, strategic value across their organizations.





FAQs

Q1 What is the "Operational Excellence and Outcome Measurement for HR Leaders" course about?

This course covers methods for improving HR process efficiency and measuring the real impact of HR activities using data, metrics, and outcome measurement frameworks.

Q2 What are the key benefits of the "Operational Excellence and Outcome Measurement for HR Leaders" course?

Participants gain the ability to streamline HR processes, reduce inefficiencies, and demonstrate measurable value to leadership, resulting in stronger strategic influence and improved organizational performance.

Q3 What skills will I gain from the "Operational Excellence and Outcome Measurement for HR Leaders" course?

Participants develop skills in HR process improvement, dashboard design, outcome measurement, and root cause analysis for building efficient, data-driven HR functions.



Q4 What tools, methods, or standards are covered in the "Operational Excellence and Outcome Measurement for HR Leaders" course?

The course covers Lean and Six Sigma principles, the Balanced Scorecard, the DMAIC cycle, Kirkpatrick's evaluation model, and root cause analysis tools such as fishbone diagrams.

Q5 How is the "Operational Excellence and Outcome Measurement for HR Leaders" course applied in real-world practice?

Organizations apply these methods by building HR dashboards, streamlining service delivery, tracking workforce metrics, and linking HR outcomes directly to strategic business results.