

Operational Excellence (OE) Workshop 2026

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EXCELLENCE

Driving Operational Excellence



In line with our commitment to institutional growth, professional development, and seamless service delivery, the Quality Unit of the Faculty of Pharmacy, Universiti Teknologi MARA (UiTM) Puncak Alam recently organised the highly anticipated Operational Excellence Workshop 2026. Specifically designed for all members of the 2026 Faculty Operational Excellence (OE) Group, this intensive training equipped our academic and administrative teams with advanced, practical strategies to streamline internal workflows, eliminate administrative redundancies, and maximize overall workplace efficiency across all departments. By focusing heavily on sustainable continuous improvement and process optimisation, the session successfully aimed to elevate the faculty's operational and service delivery benchmarks to an entirely new level.

The day commenced with participant registration and collaborative networking, followed by an inspiring opening address from our Deputy Dean of Academic, Associate Professor Dr. Hanis Hanum, who emphasised the importance of lean management in driving organisational success. We were privileged to welcome Mdm Norina Ahmad Jamil, the university's esteemed OE and Innovation Coordinator, as our expert guest speaker for the day. She delivered an highly informative lecture session on organizational efficiency frameworks, guiding participants on how to identify structural bottlenecks in their daily operations.



OPIR System

Following a morning break, participants transitioned into an interactive hands-on session dealing with the online process improvement register system (OPIR). This immersive segment allowed teams to directly simulate system navigation, data logging, and digital workflow tracking. Mastering these operational tools and digital systems is essential for our OE group, as it directly fosters an agile, innovative culture that enhances our faculty's academic and administrative delivery standards.

Brighter Future

The workshop concluded on a high note with a closing and prize-giving session led by Dr. Nur Syamimi Arifin, Head of the Faculty Quality Unit, celebrating the hard work, strategic breakthroughs, and stellar team spirit! A sincere thank you to our incredible driving force of participants, whose dedication is what keeps our faculty's operational standards soaring. Let us maintain this amazing momentum going, seamlessly integrate these vital tools into our daily routines, and continue achieving our excellence goals together!

