



# INNOVATION & DIGITAL TRANSFORMATION IN OPERATIONS

(Wednesday) 09<sup>th</sup> April 2025 (1 Day)

09:00AM - 03:00PM

In-person @ UIC premises

Arabic / Material in English

FEES FOR UIC MEMBERS  
KWD 95

FEES FOR NON-MEMBERS  
KWD 125



**Roland Abi  
Najem**

## Training Objectives:

1. Understand the fundamental concepts of innovation and digital transformation in operations.
2. Identify key digital technologies reshaping operations (AI, IoT, Blockchain, RPA, Cloud Computing, etc.).
3. Analyze the impact of digital transformation on efficiency, cost reduction, and customer satisfaction.
4. Explore real-world case studies of successful digital transformation in operations.
5. Learn how to develop a roadmap for integrating innovation and digital solutions into operational processes.
6. Identify challenges, risks, and best practices in implementing digital transformation strategies.

## Target Audience:

- Operations Managers & Supervisors
- Digital Transformation Project Leads & Teams
- IT Managers & Technology Officers
- Supply Chain & Logistics Managers
- Business Analysts & Process Improvement Specialists
- Strategy & Business Development Teams
- Senior Leadership & Executives



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## Outline:

### Module 1: Introduction to Innovation & Digital Transformation

- What is Innovation? What is Digital Transformation?
- Why Digital Transformation Matters in Operations
- Key Trends Driving Change in Operations
- Case Study: Companies Leading in Digital Transformation

### Module 2: Technologies Driving Digital Transformation

- Internet of Things (IoT) & Smart Manufacturing
- Artificial Intelligence (AI) & Machine Learning in Operations
- Robotic Process Automation (RPA) in Operational Workflows
- Blockchain for Supply Chain & Operations
- Cloud Computing & Big Data Analytics

### Module 3: Process Optimization & Efficiency

- Lean & Agile Operations in the Digital Age
- Digital Twins & Predictive Maintenance
- Automation & AI in Logistics & Inventory Management
- Case Study: How Digital Tools Improve Operational Efficiency

### Module 4: Challenges & Barriers to Digital Transformation

- Common Challenges in Implementing Digital Innovation
- Overcoming Resistance to Change
- Risk Management & Cybersecurity Considerations
- Discussion: What Challenges Do You Face in Your Organization?

### Module 5: Developing a Digital Transformation Roadmap

- Steps to Creating a Digital Strategy for Operations
- Identifying Key Areas for Digital Innovation
- Aligning Digital Transformation with Business Goals
- Workshop: Mapping Your Digital Transformation Strategy



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## Module 6: Case Studies & Best Practices

- Real-World Case Studies of Successful Digital Transformation
- Lessons Learned from Failures in Digital Transformation
- Industry-Specific Examples: Manufacturing, Retail, Healthcare, Logistics

## Module 7: Measuring Success & Continuous Improvement

- Key Performance Indicators (KPIs) for Digital Operations
- Using Data Analytics for Performance Improvement
- The Role of AI & Automation in Continuous Process Improvement
- Discussion: How to Sustain Digital Transformation in Your Organization?

## Module 8: The Future of Operations & Emerging Trends

- The Role of Generative AI & Hyper automation
- Future of Supply Chains & Smart Factories
- Sustainable & Green Digital Operations
- Final Q&A and Action Plan for Participants



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## Expert's Profile: Roland Abi Najem

Roland Abi Najem Founder and CEO of Revotips – Expert Tech Consultants and Solutions. He was the IT & Cyber Security Consultant at the Ministry of Information – Kuwait and the Personal Consultant for the Minister of Information From 2014 till 2016.

Certified Trainer & Content Developer by ISTD (International Society For Trainers & Developers) He holds a Master's in Business Administration (MBA), Focus on M.I.S Management Information Systems.

Technical Consultant and Information Security Expert with the Mohammed Al Jassim Group for Lawyer and Legal Consultation and specialized in Cyber Crimes.

Roland is the Chairman at several seminars and conferences in the region and also Keynote speaker & Panelist.