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TO WHOM SO EVER IT MAY CONCERN

It is with great pleasure and intellectual fulfilment that I write the foreword for the book *Operational Excellence: The Engine Driving Organizational Growth and Sustainability*, edited by Dr. L. K. Jain, Vice President Operations, Rishihood University. This insightful volume offers a comprehensive exploration of operational excellence as a transformative framework for organizations striving for long-term success, efficiency, and adaptability.

Dr. Jain has expertly articulated how operational excellence goes beyond conventional management techniques to encompass strategic alignment, process optimization, continuous improvement, and innovation. The book emphasizes the importance of embedding a culture of excellence across all levels of an organization, where every stakeholder is empowered to contribute to systemic improvements. This inclusive approach enhances productivity, minimizes waste, and fosters customer satisfaction and stakeholder engagement.

A notable strength of the book lies in its focus on the integration of technology, data analytics, and automation, which are essential for driving smart decision-making and sustaining competitive advantage in today's rapidly changing global landscape. The book also addresses how operational excellence plays a crucial role in academic institutions—enhancing governance, student services, and resource efficiency—as well as in the corporate sector, where it supports innovation, sustainability, and profitability.

This book will serve as a valuable resource for management students, academic researchers, administrators, and professionals. It provides not just theoretical insights but also practical strategies for driving continuous improvement and achieving resilience in both academic and industrial contexts.

I commend Dr. Jain for this timely and well-researched contribution. His work provides an important framework for those who seek to lead change, cultivate excellence, and drive sustainable growth. I am confident that this volume will inspire deeper academic engagement and practical implementation of operational excellence principles across sectors.

My heartfelt congratulations to the author for this significant achievement.

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