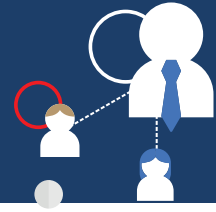


EFFECTIVE OPERATIONS MANAGEMENT



This short course is designed for managers across all sectors. It is intended for managers who need to broaden their understanding of how organisations can be effective in product manufacturing and delivery. It is also important that managers have a firm understanding of basic issues surrounding operations management in order to deliver the expected quality of service to stakeholders

Learning Objectives

- Show understanding of operations management and how it can be improved
- Demonstrate understanding of the development of operations strategy and process design
- Demonstrate understanding of total quality and supply chain management principles
- Outline JIT & Lean systems and inventory management techniques.

Who should attend?

This module is specifically designed for anyone who is in corporate leadership or intends to be, for example: team leaders, supervisors, executives, coordinators, specialists in operational related activities and managers

Modes of delivery

The module shall be delivered by way of:

- Lectures
- Demonstrations
- Group presentations
- Case studies
- Assignments
- Practicals

Each training group will have their training resources tailor made to meet their specific training requirements. The delivery method will be adjusted accordingly.