



Quality Management & Operational Excellence

Advanced Certificate in Operations Management

Course Introduction

Operations management is a dynamic discipline that encompasses a broad range of leadership and managerial responsibilities. At its essence, it focuses on planning, coordinating, and overseeing business-wide performance to ensure efficiency and excellence. Operating as part of a team, professionals in this field manage critical business functions such as human resources, project execution, risk assessment and mitigation, quality assurance, and workforce performance optimization, among others. Excelling in operations management opens the door to a fulfilling and potentially high-reward career.

Target Audience

- Operations Manager
- Supply Chain Manager
- Logistics Manager
- Procurement Manager
- Inventory Manager
- Project Manager
- Quality Assurance Manager
- Risk Manager
- Business Operations Director
- Manufacturing Manager
- Production Manager
- Strategic Sourcing Manager
- Warehouse Manager
- Business Owner
- Operations Analyst

Learning Objectives

By the end of this training course, participants will be able to:

- Identify the Fundamentals of Operations Management
- Enhance Process Management Skills
- Develop Effective Supply Chain Strategies
- Master Planning & Sourcing Operations
- Optimize Procurement Processes
- Improve Manufacturing & Delivery Operations
- Implement Inventory Management Best Practices
- Apply Project Management Principles
- Ensure Quality Assurance
- Manage Business Risks Proactively

Course Outline

• 01 Day One

Foundations of Operations Management

- **Introduction to Operations Management**
 - Definition, scope, and objectives
 - Role of operations management in business success
- **Key Functions and Responsibilities**
 - Workforce recruitment, retention, and succession planning
 - Role of key personnel in operations management
- **Operations Strategy Development**
 - Creating an effective operations strategy
 - Aligning operations with organizational goals
- **Introduction to Finance and Accounting for Operations**
 - Understanding financial statements
 - Budgeting and cost control basics

• 02 Day Two

Process and Supply Chain Management

- **Business Process Management**
 - Steps for conducting effective business analysis
 - Business process life cycle and reengineering
 - **Enterprise Content and Workflow Management**
 - Streamlining operations for efficiency
 - Tools for enterprise content management
 - **Fundamentals of Supply Chain Management**
 - Structure and key participants
 - Strategic supply chain management best practices
 - **Common Challenges in Supply Chain Operations**
 - Risk management in supply chains
 - Strategies for continuous supply chain improvement
- **03 Day Three**

Planning, Procurement, and Inventory Management

- **Planning & Sourcing Operations**
 - Inventory management fundamentals
 - Demand forecasting and aggregate planning
 - **Procurement Operations and Strategies**
 - Difference between purchasing and procurement
 - Supplier selection and performance evaluation
 - **Manufacturing & Delivery Operations**
 - Production scheduling and facility management
 - Order and delivery management strategies
 - Outsourcing: Advantages and challenges
- **04 Day Four**

Project and Quality Management

- **Project Management Essentials**
 - Project life cycle breakdown
 - SMART goal setting and strategic execution
- **Communication in Project Management**
 - Effective stakeholder management
 - Risk management in project execution
- **Quality Management Principles**
 - Setting quality expectations in operations
 - Benchmarking, quality assurance, and quality audits

- **Cost-Benefit Analysis in Quality Management**
 - Ensuring ROI in quality improvement initiatives
- **05 Day Five**

Risk Management and Business Excellence

- **Risk Management in Operations**
 - Identifying and mitigating operational risks
 - SWOT analysis for risk assessment
- **Developing a Risk Management Framework**
 - Components of an effective risk management plan
 - Qualitative risk analysis techniques
- **Continuous Improvement and Business Excellence**
 - Strategies for long-term operational success
 - Implementing lean and agile methodologies

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 11, 2025	May 15, 2025	5 days	4250.00 \$	KSA - Riyadh
May 19, 2025	May 23, 2025	5 days	4250.00 \$	UAE - Dubai
Sept. 1, 2025	Sept. 5, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 1, 2025	Dec. 5, 2025	5 days	4250.00 \$	UAE - Dubai