



Quality Management & Operational Excellence

# Certificate in Operations Management

## Course Introduction

---

This training course is designed to provide participants with the essential concepts and principles of Operations Management. The course will highlight topics such as the key aspects of operations management and how to improve impact as an Operations Manager.

Every organization producing services or products must ensure that everything has high quality and meets the standards of its clients. Operations management is a key part to ensure this process as it includes planning, controlling, and supervising of the manufacturing or production processes.

## Target Audience

---

This training course is designed and beneficial for Managers such as HR Managers, Finance Managers, Factory Managers, who run operations and other managerial positions from various industry.

## Learning Objectives

---

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

- Gain a comprehensive understanding how to align operations management strategies with the organisation's strategy (Operational Excellence)
- Meet the needs and expectations of the customer, both internal and external (Service Excellence)
- Identify and apply a number of tools and techniques to improve the performance of key business processes (Process Excellence)
- Design alternative organisational structures to deliver improved customer service while delivering greater efficiencies (Organisational Excellence)

# Course Outline

---

## • 01 Day One

### **Introduction to Operations Management**

- What is operations management?
- Establishing the operation's vision and mission
- Operations management's responsibility for process management
- The prime activities of operations management
- The model of operations management

### **The Strategic Role of Operations Management**

- The role of the operations function
- The operations performance objectives
- The quality objective
- The speed objective
- The dependability objective
- The flexibility objective
- The cost objective

## • 02 Day Two

### **The Human Side of Operations Management**

- Understanding the drivers of performance
- Understanding the drivers of dysfunctional behaviour
- The purpose of performance appraisal
- The contributions of industrial psychology to management thinking
- The key to motivating people at work
- Understanding the difference between motivators and demotivators
- Exploring alternative approaches to people management
- How to manage culture, commitment, competence and productivity of the operations team

### **The Job Design**

- What is job design?
- The key factors to consider when designing operations jobs

- How to identify the primary job characteristics of operations roles
- Developing guidelines for job redesign
- How ergonomics and environmental conditions inform job design

### **Quality Planning And Control**

- How is quality defined?
- Special cause and common cause variation
- The use of standard deviation to measure dispersion
- Statistical process control
- Deploying control charts to monitor attributes and variable data
- Data collection and sampling tools
- Calculating process capability and Sigma scores

### **• 03 Day Three**

#### **Improving Operations**

- Feedback systems to inform improvement activities
- Measuring and monitoring processes to deliver improvement
- Establishing improvement priorities
- Approaches to delivering improvement
- The tools and techniques of improvement
- The Balanced Scorecard applied to operations
- The strategy map applied to operations

#### **Strategic Quality Management**

- The history and development of quality management
- The strategic approach to business improvement
- Self-assessment as a tool to deliver organisational improvement
- Managing improvement activities
- Quality awards

#### **Lean Operations**

- What is Lean and how is it applied in operations management?
- The Toyota production system
- The Lean philosophy and the five principles of Lean Operations

- Specifying value and the value stream
- Identifying and eliminating waste
- Value stream mapping
- How to balance a line
- Single minute exchange of die

## • 04 Day Four

### Just In Time (JIT)

- What is JIT?
- JIT techniques
- JIT planning and control
- JIT in service operations
- Calculating Takt time
- Pull vs. Push systems
- How to achieve one-piece Flow

### Jidoka

- What is Jidoka?
- Managing the integration of people and machines
- Creating a visual control system

### Capacity Planning And Control

- What is capacity?
- Planning and controlling capacity
- Measuring demand and capacity
- Alternative capacity plans
- Choosing a capacity planning and control approach
- Capacity planning as a queuing problem

## • 05 Day Five

### Inventory Planning And Control

- What is inventory?
- The volume decision - How much to order
- The timing decision - When to place the order

Inventory Analysis And Control Systems

- Supply chain planning and control
- What is supply chain management?
- The activities of supply chain management
- Types of relationships in supply chains
- Supply chain behaviour

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 25, 2025	5 days	5950.00 \$	USA - Texas
June 15, 2025	June 19, 2025	5 days	2150.00 \$	Virtual - Online
Sept. 15, 2025	Sept. 19, 2025	5 days	4250.00 \$	UAE - Dubai
Nov. 9, 2025	Nov. 13, 2025	5 days	4250.00 \$	KSA - Riyadh