

Certificate in Operations Management

Successfully Translate Organisational Goals Into Operational Performance Objectives

On this Course, You Will:

1. **Align** operations management strategies with the organisation's strategy (Operational Excellence)
2. **Align** operations to meet the needs and expectations of the customer, both internal and external (Service Excellence)
3. **Demonstrate** an ability to use a number of tools and techniques to improve the performance of key business processes (Process Excellence)
4. **Improve** the effectiveness of Human Resource (Performance Excellence)
5. **Outline** alternative organisational structures to deliver improved customer service while delivering greater efficiencies (Organisational Excellence)

6 – 10 September 2020
Dusit Thani Hotel, Dubai, UAE

6 – 10 December 2020
Dusit Thani Hotel, Dubai, UAE

3 FOR 2 OFFER



Alan Power
Managing Director
Mpower (UK) Ltd., UK

COURSE INFORMATION

Course Overview

Operations Management is an area of business concerned with the production of goods and services and involves the responsibility of ensuring that business operations are efficient in terms of using as little resource as needed and effective in terms of meeting customer requirements. It is concerned with managing the process that converts inputs (in the forms of materials, labour and energy) into outputs (in the form of goods and services).

The overall aim of this course is to provide delegates with essentials of Operations Management in all sectors of the economy including: manufacturing, financial services, health services, government departments, etc. The course will allow delegates to explore key aspects of operations management and help them consider how they can improve their impact as an Operations Manager.

Course Methodology

It is our intention to give you an opportunity to understand the nature and practice of operations management. In order to do so we will present you with a range of learning experiences, including presentations, case studies, exercises and simulations.

Who Should Attend

This course is not only for Operations Managers or Factory Managers who run operations; it is for all managers in all sectors who run some form of operation. For example:

- Managers in Finance Departments responsible for invoice processing and other financial transactions
- HR Managers involved in the recruitment process and if applicable, for the management of processes
- This course is also designed for senior managers, middle managers, first line managers and supervisors in all sectors of the economy

Meet Your Expert Course Leader



Alan Power

Managing Director, Mpower (UK) Ltd., UK

Alan Power first entered operations management in 1989 when he was invited to set up a new, centralised mortgage operation for the UK's TSB Bank.

Alan had previously been Director of HR and Quality for Mortgage Express Ltd, where he had launched a successful quality management programme. It was the success of this programme that directly led to his appointment as General Manager of the new operating company, TSB Homeloans. The new company was set up with a strong focus on operational excellence, using tools and techniques that would today be recognised as Lean Thinking and Six Sigma and the approaches collectively known as Business Excellence.

Alan has been a visiting tutor at the University of Warwick (UK) where he lectured on operations management on a senior management MBA programme and at the University of Leicester (UK) where he lectured on Quality Management to students studying for a Masters degree in Quality Management.

"Excellent knowledge base which provided relevant and interesting scenarios to support the theory, and this will for sure leave a pocket of knowledge in my skill set that I can draw upon when need as requested. The course was superb, undoubtedly made better by Alan's delivery. I can say it was the best course I have attended outside normal work-related professional courses."

Operations Manager, Gulf Marine Services, UAE

COURSE OUTLINE

Course Timing: Registration will be at 08:00 on Day One. The course will commence at 08:30 each day and end at 14:30. There will be breaks for refreshments and lunch will be served at the end of each day's session.

Day One

Operations Management

- What is operations management?
- Establishing the operations 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

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

Day Two

Job Design And Work Organisation

- 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

Day Three

Operations Improvement

- 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

COURSE OUTLINE (CONTINUED)

Day Four

Lean Operations (Cont.)

- Value stream mapping
- How to balance a line
- Single minute exchange of die

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

Day Five

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

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

Education Partner

Earn upto 30 CPD credits on this course



Continuing Professional Development (CPD)

Established in 1996, The CPD Certification Service is the independent CPD accreditation centre working across all sectors, disciplines and further learning applications and supports policies of institutional and professional organisations globally.

CPD is the term used to describe the learning activities professionals engage in to develop and enhance their abilities and keep skills and knowledge up to date. This course is an accredited Continuing Professional Development (CPD) training which means it meets CPD standards and benchmarks. The learning value has been scrutinised to ensure integrity and quality.

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CERTIFICATE IN OPERATIONS MANAGEMENT

Date	Fee Before 28 Jun 2020	Fee Before 2 Aug 2020	Final Fee
6 - 10 Sep 2020 (BC8219)	US\$ 4,695	US\$ 5,195	US\$ 5,695

Date	Fee Before 27 Sep 2020	Fee Before 1 Nov 2020	Final Fee
6 - 10 Dec 2020 (BC8399)	US\$ 4,695	US\$ 5,195	US\$ 5,695

Pricing excludes 5% VAT, charged where applicable

Book and pay full fee for two colleagues and the third attends for FREE

Delegate Details

First Name _____ Last Name _____

Job Title _____ Company _____

Address _____ Postal Code _____

Country _____ City _____

Tel/Fax _____ Mobile _____

Email _____

EVENT VENUE

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Not applicable in
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Payment to be settled
before start of the course
to avail the offer

The offers are
valid on full price

Course fees include documentation, luncheon and refreshments. Delegates who attend all sessions and successfully complete an assessment, will receive an Informa Certificate of Completion.

All registrations are subject to our terms and conditions which are available at www.informa-mea.com/terms. Please read them as they include important information. By submitting your registration you agree to be bound by the terms and conditions in full.

PAYMENTS

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event.

AVOID VISA DELAYS - BOOK NOW

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible. Visas for non-GCC nationals may take several weeks to process.

CANCELLATION

If you are unable to attend, a replacement delegate will be welcomed in your place. If you cancel your registration 57 days or more before the event, you will receive a refund minus a 10% cancellation fee (plus VAT where applicable). Cancellation after 56 days before the event or if you fail to attend the event will be 100% payable. All cancellations must be sent by email to register-mea@informa.com marked for the attention of Customer Services Cancellation.

Due to unforeseen circumstances, Informa reserves the right to cancel the course, change the programme, alter the venue, speaker or topics.

For full details, please visit www.informa-mea.com

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