



Consulting and Training | Reach New Heights

Course Name

Operational Excellence Workflow , Resources & Process Discipline (Management / Operations)

Sector Name

Audit, Risk and Governance

Document Type

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Course Introduction

Operational management focuses on how organizations translate plans, policies, and resources into consistent daily performance. Strong operations management ensures that work flows efficiently, responsibilities are clear, and outputs meet required standards.

Developed by **Boost**, this course is designed to equip participants with a practical understanding of managing operational activities within organizations. The program emphasizes workflow management, process coordination, performance monitoring, and operational problem-solving—without overlapping with leadership development, project management, or strategic planning.

Boost's Management / Operations course supports professionals responsible for ensuring that operations run smoothly, efficiently, and in alignment with organizational objectives.

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Target Audience

- ✓ Operations supervisors and coordinators
- ✓ Department and unit managers
- ✓ Administrative and operational officers
- ✓ Professionals responsible for service or process delivery
- ✓ Employees transitioning into operational management roles

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Learning Objectives

- ✓ Understand the role of operations management in organizational performance
- ✓ Manage daily operational activities effectively
- ✓ Coordinate processes, people, and resources
- ✓ Monitor operational performance and identify gaps
- ✓ Address operational challenges systematically
- ✓ Support continuous improvement in operations

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Course Outline

✓ DAY 01

Foundations of Operations Management

Module 1: Understanding Operations Management

- ✓ What operations management means in practice
- ✓ Operations vs. projects and strategy
- ✓ Role of operations in delivering value

Module 2: Operational Structure and Responsibilities

- ✓ Defining operational roles
- ✓ Accountability and ownership
- ✓ Avoiding overlap and confusion

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Course Outline

✓ Day 02

Managing Operational Processes

Module 3: Process Flow and Work Coordination

- ✓ Understanding operational workflows
- ✓ Managing handoffs and dependencies
- ✓ Reducing delays and inefficiencies

Module 4: Resource and Capacity Management

- ✓ Managing people, time, and tools
- ✓ Balancing workload and capacity
- ✓ Preventing operational bottlenecks

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Course Outline

✓ Day 03

: Performance and Quality Control

Module 5: Monitoring Operational Performance

- ✓ Identifying operational performance indicators
- ✓ Tracking output, quality, and timeliness
- ✓ Recognizing performance gaps

Module 6: Managing Quality and Consistency

- ✓ Ensuring standardization
- ✓ Handling deviations and errors
- ✓ Maintaining service and process quality

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Course Outline

✓ Day 04

Operational Problem-Solving

Module 7: Identifying and Analyzing Operational Issues

- ✓ Root causes of operational problems
- ✓ Distinguishing symptoms from causes
- ✓ Prioritizing operational issues

Module 8: Implementing Operational Improvements

- ✓ Practical improvement approaches
- ✓ Testing and adjusting solutions
- ✓ Managing change at the operational level

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Course Outline

✓ Day 05

Sustaining Effective Operations

Module 9: Coordination and Operational Communication

- ✓ Communication across operational teams
- ✓ Reporting and escalation
- ✓ Supporting decision-making

Module 10: Continuous Operations Improvement

- ✓ Reviewing operational performance
- ✓ Learning from daily operations
- ✓ Building an improvement-oriented operations culture

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 25, 2027	Jan. 29, 2027	5 days	4950.00 \$	Italy , Milan
Sept. 20, 2026	Sept. 24, 2026	5 days	4250.00 \$	KSA , Riyadh
Dec. 28, 2026	Jan. 1, 2027	5 days	2150.00 \$	Virtual , Online
May 24, 2027	May 28, 2027	5 days	4250.00 \$	UAE , Dubai

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