



Consulting and Training | Reach New Heights

Course Name

Certificate in Operations Management

Sector Name

Quality Management & Operational Excellence

Document Type

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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 is of 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 the manufacturing or production processes.

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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.

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Learning Objectives

- ✓ Gain a comprehensive understanding of 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)

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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

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Course Outline

✓ 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

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

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Course Outline

✓ **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

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✓ **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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 21, 2026	Sept. 25, 2026	5 days	4250.00 \$	UAE , Dubai
May 3, 2027	May 7, 2027	5 days	5950.00 \$	USA , Texas
Nov. 15, 2026	Nov. 19, 2026	5 days	4250.00 \$	KSA , Riyadh
March 15, 2027	March 19, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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