

AOM and Workware for Non-Operations Managers



This Course suits

This one day event for up to 12 delegates is aimed at the following:

- Individuals in parts of the organisation that are not directly involved in processing or service operations, who support or interact with operations implementing AOM
- Managers and staff who could benefit from understanding or using the AOM process or Workware data
- This could include Sales, Human Resources, Finance, Marketing and Research personnel

Content Overview

AOM provides a powerful common language for people working directly in operations, but which has a significant benefit for related business functions not directly involved in implementation.

The course includes:

- Purpose and objectives of AOM implementation
- Principles of operations control
- The management control activities and key linkages with other functions
- The Workware dataset and how to access information.

Benefits and Outcomes

Participants gain an understanding of their relationship to front line operations and the process they use for control.

They also gain knowledge of the available information and how it can support their own business responsibilities.

This delivers :

- Improved communication and data exchange across functions
- A more embedded and coherent operations process
- Better business performance