

Operations Management

Simulation



This Course suits

This four day residential course is for managers or individuals who are involved in or responsible for service, quality or productivity performance in clerical processing operations.

- Newly promoted Team Leaders
- Experienced Operations Managers whose skills have been largely learnt on the job or self developed
- Senior Executives wanting to drive performance in Operations
- MI, HR, or other supporting operational roles looking to interact effectively with operational delivery managers

Content Overview

Complete grounding in professional Operations Management using a highly realistic and engaging computer based simulation.

- Core principles of operational control
- Techniques and tools for forecasting, planning and controlling
- The critical success factors for managing performance
- Balancing the cost, quality, service triangle
- Managing individual differences
- Producing and delivering to an operational business plan

Benefits and Outcomes

Highly practical knowledge and understanding of Operations Management principles and practices gained through hands-on, realistic role playing.

- Appreciation of the importance of Planning and Controlling against plan
- Understanding of the requirements for operational control
- Excellent grounding for managers (or implementers) about to introduce the Active Operations Management approach into their organisation