

# EFFECTIVE OPERATIONS MANAGEMENT



Operations management focuses on the effective planning, scheduling, and control of manufacturing and service entities. This course introduces students to a broad range of key issues in operations management. Operations Management helps you to understand the role of OM in a firm and to develop abilities to structure and solve operations-related problems. The course will empower you with skills to address important aspects of business operations including capacity, productivity, quality, and supply chain and operation manual development.

## ■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- ✓ Define "operation and operation management"
- ✓ Identify the roles and responsibilities of operation managers in different organizational contexts
- ✓ Understand the connection between operation department and other departments
- ✓ Know how to set up operation strategies
- ✓ Identify the challenges of operation management
- ✓ Define the management frameworks and skill of effective managing people
- ✓ Learn about Standard Operation Procedure and its importance with operation management
- ✓ Deeply understand how to write operation manual (SOP: Standard Operation Procedure)
- ✓ Define TQM and Quality management frameworks for operation

## ■ Course Structure

The certificate course in Effective Operations Management takes approximately 16 hours OR is offered 2 days. The course is by Mr. Kong Samneang. Participants will receive a Certificate of Participation upon successful completion of the course. The maximum number of participants is 20.

## ■ Course Outline

### 1.) Understanding Operation Management

- Why is Operation Management important?
- What is the Function and Role of Operation Management?
- Operation Management and Other Departments
- Operation Management Strategies
- Level of Operation Management
- Principles of Operation Management
- Types of Production and Production System and Production and Service Planning

### 2.) Managing and Organizing People

- Management Frameworks
- Skills of effective managing and organizing people

### 3.) Quality Management through SOPs

- What and why is SOPs important with Operation?
- How to write SOPs?

### 4.) Quality Management Framework for Operation Management

- Total Quality Management
- Frameworks of Quality management

## ■ Who Should Attend?

Those who are working in:

- Operation part
- Administration part
- Production management
- Operation manual developers