

**Take charge of
your operations**

Operations Management Practice



**Certificate of
Competence**

Improve productivity, reduce costs, and increase customer satisfaction

WHY?

- Effective operations management is critical to business success
- Understand the role of operations and the nature of operational strategy within an organisation
- Acquire the knowledge and skills necessary for the role of operations manager



Duration: 10 consecutive
weeks' online learning
followed by final assessment

Learn to design and execute an operations strategy, plan and control operational tasks and deliverables, manage projects and control stock.

Aimed at

- Operations managers
- Project managers
- Line managers responsible for implementing or managing operations
- Small business owners who need operations management training

IMAGINE

effectively
executing on
your operational
strategy to increase
productivity,
profitability, and
competitive
advantage for the
organisation.

Learning outcomes

- Understand the role of operations in an organisation and its impact on competitiveness and productivity.
- Employ physical layout, technology, and job design principles to optimise operational efficiency.
- Utilise planning and control mechanisms through systems and processes, and control capacity to optimise operations.
- Understand stock and stock control management principles and techniques.
- Implement failure prevention and control, total quality management, and strategy.

This course aims to build competence in the design and execution of an operations strategy, implementation and design of products and processes, planning and control of operational tasks and deliverables and stock, and organisation improvement.

Operations Management Practice Course Overview

Format

Wits University Certified
Online Short Course

Breakdown

10 consecutive weeks' online learning

Language

English

Course Outcomes (Summarised)

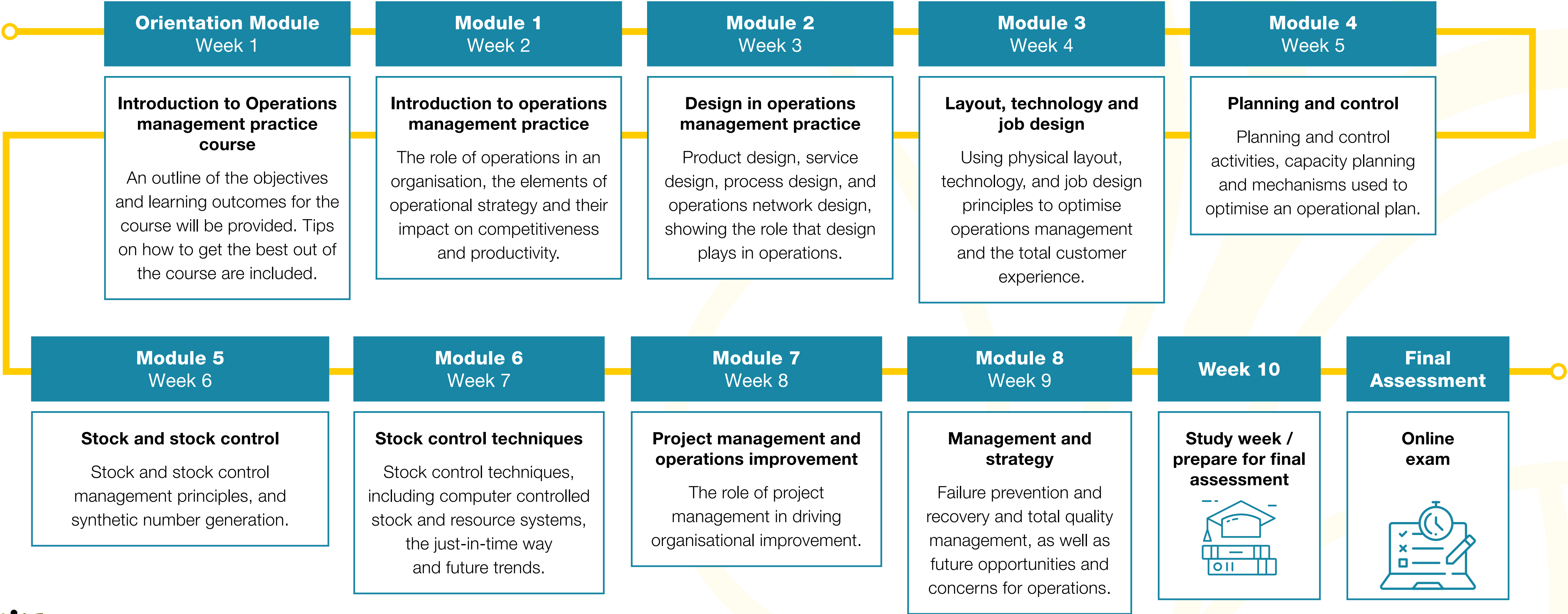
- Impact productivity, competitiveness, performance, & strategy with effective operations management practices
- Drive projects, processes, and organisational improvement

Course Curriculum

Module 1	Introduction	Module 5	Stock and Stock Control
Module 2	Design	Module 6	Stock Control Techniques
Module 3	Layout, Technology and Job Design	Module 7	Project Management
Module 4	Planning and Control	Module 8	Management and Strategy

Operations Management Practice Course Prospectus

Course Outline



Operations Management Practice Course Prospectus

Course and Module Overview

Course Overview

Operations management is concerned with the practices around designing and controlling processes that enable the delivery of a company's services or products. This course enables learners to design and execute an operations strategy, implement design products and processes, plan and control operational tasks and deliverables, control stock, and manage projects.

Module 1: Introduction to operations management practice

Module 1 sets the course framework for operations, allowing learners to determine the influence that an operational strategy has on organisational competitiveness and productivity. Learners will be able to explain the role of operations in an organisation and describe the elements of an operational strategy.

- **Topic 1:** Setting the context for operations
- **Topic 2:** Operations productivity and competitiveness in a South African context
- **Topic 3:** The creation of an operational strategy

Module 2: Design in operations management practice

Product design, service design, process design, and operations' network design is unpacked in this module, so that learners can determine the role that design plays in operations.

- **Topic 1:** Product design and operations management practice
- **Topic 2:** Product and service design "time"
- **Topic 3:** Operations network design

Operations Management Practice Course Prospectus

Course and Module Overview

Module 3: Physical layout, technology, and job design

Learn to use physical layout, technology, and job design principles to optimise operations management, and the total customer experience.

- **Topic 1:** Operations layout and flow in operations management
- **Topic 2:** Process technology in operations management
- **Topic 3:** Job design and work organisation in operations management

Module 4: Planning and control

Concepts related to planning and control, and capacity planning and control are discussed, providing learners with the insight required to use planning and control mechanisms to optimise an operations plan.

- **Topic 1:** Planning and control
- **Topic 2:** Capacity planning and control

Module 5: Stock and stock control in operations management

In this module learners are introduced to stock and stock control as it pertains to operations management. Stock control management principles and synthetic number generation are also discussed.

- **Topic 1:** Stock planning and control
- **Topic 2:** Stock control management
- **Topic 3:** Synthetic number generation

Operations Management Practice Course Prospectus

Course and Module Overview

Module 6: Stock control techniques

A deeper look at stock control techniques is undertaken in Module 6, providing insight into computer controlled stock and resource systems, the Just-in-Time concept, and future trends in stock control.

- **Topic 1:** Computer-controlled stock and resource systems
- **Topic 2:** The Toyota Way philosophy
- **Topic 3:** Future trends in stock control

Module 7: Project management and operations improvement

Module 7 exposes learners to the role of project management in operations, providing the tools required to evaluate the role that the management of projects and organisational processes play in driving organisational improvement.

- **Topic 1:** The management of projects within an operational environment
- **Topic 2:** Operations improvement and process leadership

Module 8: Operations management and strategy

Failure prevention and recovery, and total quality management is discussed, as well as the future opportunities and concerns for operations as they seek to align their practices with organisational strategy. Learners should be able to assess the importance of operations management practice in supporting the overarching organisational strategy.

- **Topic 1:** Failure prevention and recovery
- **Topic 2:** Total Quality Management
- **Topic 3:** Future opportunities and concerns for operations and organisational strategies

Content Expert and Lecturer

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Master's degree in Operations from the University of KwaZulu-Natal, Mike has had the honour of lecturing on an international platform at prestigious universities. His consulting experience ranges from solving operational challenges in the tobacco industry in Tanzania to streamlining process and efficiencies at mining giant Harmony Gold.



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