



Mastering Operation Management: A Training Course for Manufacturing and Non-Manufacturing Sectors



AGILE LEADERS
Training Center



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Course Overview

The course is designed to provide complete knowledge and practical skills in operations management. This course covers essential concepts such as Operations Management, Production System, and Operations System Framework, aiming to enhance participants' understanding of various production techniques, including Job-Shop Production, Batch Production, Mass Production Techniques, and Continuous Production Management. Participants will learn about the objectives of production management, strategic operations management, and productivity improvement techniques. The course also delves into decision-making in operations, capacity planning, facility location planning, plant layout design, and demand forecasting methods.

Target Audience

- Operations Specialists
- Production Managers
- Manufacturing Supervisors
- Supply Chain Managers
- Quality Assurance Managers
- Business Analysts
- Industrial Engineers
- Management Consultants

Targeted Organizational Departments

- Operations and Production
- Supply Chain Management
- Quality Control
- Planning and Scheduling
- Materials Management
- Facility Management
- Strategic Planning
- Business Development

Targeted Industries

- Manufacturing
- Automotive
- Electronics
- Food and Beverage
- Pharmaceuticals
- Retail
- Logistics and Transportation
- Healthcare
- Service Industry
- Construction

Course Offerings

By the end of this course, participants will be able to:

- Understand core operations management concepts.
- Differentiate between various production systems.
- Implement job-shop, batch, mass, and continuous production techniques.
- Develop strategic plans for production and operations.
- Apply productivity improvement techniques and international standards.
- Make informed decisions using advanced operations decision-making frameworks.
- Plan and manage capacity effectively.
- Optimize facility location and plant layout design.
- Forecast demand accurately using various methods.
- Develop and design products efficiently.
- Implement materials management strategies and inventory control techniques.
- Utilize just-in-time manufacturing and aggregate planning strategies.
- Master scheduling techniques and production scheduling.

Training Methodology

The training methodology for the course is a blend of theoretical and practical approaches designed to maximize learning and application. The course includes interactive lectures on key concepts such as Operations Management, Production Systems, and Strategic Planning for Production. Participants will engage in case studies that simulate real-world scenarios in manufacturing and non-manufacturing sectors. Group work sessions will foster collaboration and problem-solving skills, focusing on productivity improvement techniques and capacity planning.

Course Toolbox

- Workbooks with detailed notes on operations management concepts.
- Reading materials on international productivity standards and strategic operations management.
- Online resources and tutorials on production techniques and materials management strategies.
- Checklists and templates for facility location planning and plant layout design.



Course Agenda

Day 1: Operations Management Concepts

- **Topic 1:** Introduction to Operations Management
- **Topic 2:** Historical Development of Operations Management
- **Topic 3:** Concept of Production
- **Topic 4:** Production System Overview
- **Topic 5:** Classification of Production Systems
- **Topic 6:** Job-Shop Production Techniques
- **Reflection & Review:** Review key concepts and historical development

Day 2: Strategic Operations Management

- **Topic 1:** Batch Production Techniques
- **Topic 2:** Mass Production Techniques
- **Topic 3:** Continuous Production Management
- **Topic 4:** Objectives of Production Management
- **Topic 5:** Framework of Managing Operations
- **Topic 6:** Operations Management Objectives
- **Reflection & Review:** Discussion on strategic role and planning

Day 3: Productivity and Decision-Making

- **Topic 1:** Strategic Planning for Production and Operations
- **Topic 2:** Strategic Planning Approaches for Production/Operations
- **Topic 3:** Strategic Planning—Forced Choice Model
- **Topic 4:** A Strategic Planning Operations Model
- **Topic 5:** Modern Dynamic Concept of Productivity
- **Topic 6:** Factors Affecting Productivity
- **Reflection & Review:** Reflection on productivity improvement techniques

Day 4: Systems Design and Capacity Planning

- **Topic 1:** International Dimensions of Productivity
- **Topic 2:** The Environment of Operations
- **Topic 3:** Scope of Operations Management
- **Topic 4:** Decision-Making Under Uncertainty
- **Topic 5:** Decision-Making Under Risk
- **Topic 6:** Decision Support System
- **Reflection & Review:** Review decision-making frameworks and capacity planning



Day 5: Advanced Operations Management Techniques

- **Topic 1:** Economic Models in Operations
- **Topic 2:** Statistical Models in Operations Management
- **Topic 3:** Design and Systems Capacity
- **Topic 4:** Capacity Planning Process
- **Topic 5:** Importance of Capacity Decisions
- **Topic 6:** Facility Location Planning
- **Reflection & Review:** complete review of advanced techniques and course summary

How This Course is Different from Other Operations Management Courses

This course stands out due to its complete coverage and practical approach. Unlike other courses, it integrates in-depth knowledge of manufacturing and non-manufacturing operations, ensuring relevance across industries. The course emphasizes strategic operations management, productivity improvement techniques, and decision-making frameworks tailored to real-world applications. Participants benefit from a blend of theoretical concepts and hands-on exercises, including case studies and group work.



Training Course Categories

Agile PM and Project Management Training Courses

Certified Courses By International Bodies

Communication and Public Relations Training Courses

Data Analytics Training and Data Science Courses

Environment & Sustainability Training Courses

Finance and Accounting Training Courses

Governance, Risk and Compliance Training Courses

Human Resources Training and Development Courses

IT Security Training & IT Training Courses

Leadership and Management Training Courses

Legal Training, Procurement and Contracting Courses

Maintenance Training and Engineering Training Courses

Marketing, Customer Relations, and Sales Courses

Occupational Health, Safety and Security Training Courses

Personal & Self-Development Training Courses

Quality and Operations Management Training Courses

Secretarial and Administration Training Courses



Training Cities

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Baku Azerbaijan	Bangkok Thailand	Barcelona Spain
Berlin Germany	Cairo Egypt	Cape town South Africa
Casablanca Morocco	Chicago USA	Doha Qatar
Dubai UAE	Frankfurt Germany	Geneva Switzerland
Istanbul Turkey	Jakarta Indonesia	Johannesburg South Africa
Kuala Lumpur Malaysia	Kuwait Kuwait	Langkawi Malaysia
Lisbon Portugal	London UK	Madrid Spain
Manama Bahrain	Marbella Spain	Milan Italy
Montreux Switzerland	Munich Germany	Muscat Oman
Nairobi Kenya	New York USA	Paris France
Phuket Thailand	Porto Portugal	Prague Czech Republic

Training Cities

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