



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



**AGILE LEADERS**  
Training Center



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

## 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.

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



**AGILE LEADERS**  
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## Gamified and Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.



## Our Training Categories

We cover a wide range of training categories to cater to different needs and interests

- Branding, Marketing, Customer Relations, & Sales Programs
- Finance and Accounting Programs
- Human Resources Management Programs
- Management & Leadership Programs
- Political & Public Relations Programs
- Project Management Programs
- Quality & Process Management
- Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.



## Where to Find Us

You can join our training programs at our centers located in

We also offer online training sessions through the Zoom platform.



- Malaysia**  
Kuala Lumpur
- Morocco**  
Casablanca
- Spain**  
Barcelona
- France**  
Paris
- UK**  
London
- Italy**  
Rome
- Egypt**  
Cairo  
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