IMSIMBI

TRAINING

UNLEASHING YOUR POTENTIAL










Imsimbi Training proudly presents

Operations Management – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

SERVICES SETA

This course is accredited by the Services Seta and the material covers unit standard 252032 at NQF level 5 worth 8 credits.

julius@imsimbi.co.za - tammy@imsimbi.co.za - margaret@imsimbi.co.za - prince@imsimbi.co.za - gloria@imsimbi.co.za

COURSE OBJECTIVES

This learning programme is intended for all persons who need to develop, implement and evaluate an operational plan. It is designed for people who work in the field of operations management.

Initiate, develop, implement and evaluate operational strategies, projects and action plans so as to improve the effectiveness of the unit. Priorities are identified by considering a broad range of factors in solving problems and making decisions on operational strategies. The need for and the benefits of change are explained, and recommendations are made to achieve intended results. The initiatives to be undertaken by the unit are linked to organisational goals and objectives. Operational strategies, projects and action plans are initiated, developed and managed. Operational strategies, projects and action plans are implemented and evaluated.

COURSE OUTCOMES

Upon completing this course, the learner should be able to:

- Develop operational strategies for a unit
- Develop an operation plan for a unit
- Implement an operational plan
- Monitor, measure and evaluate the achievement of goals and objectives
- Identify and solve problems in developing and implementing an operational plan in a unit.
- Work effectively with others to obtain cooperation in implementing an operational plan.
- Organise and manage oneself and one's activities in developing and implementing an operational plan for a unit.
- Collect, evaluate, organise and critically evaluate information required to develop an operational plan.
- Communicate effectively with team members and other stakeholders in developing and implementing an operational plan.



COURSE OUTLINE

Module 1: Planning for The Future

- “Organic” (or self-organising) planning
- Align Staff with the Operational Strategy
- Develop Goals, Objectives and Performance Standards
- Turning strategy into specific objectives for the business unit

Module 2: Develop Operational Strategies

- Developing Operational Strategies
- Analysis and planning of company strategy: the role of strategic thinking
- Developing and implementing a strategy and action plans for a team, department or division
- Considering Corporate Culture
- What are Strategic Objectives?
- Elements of the Balanced Scorecard
- Develop Strategic Planning Models
- Basic” Strategic Planning
- Scenario planning vs Strategic Planning
- Defining Business Unit objectives
- Questions for Defining Company Objectives
- Involve Stakeholders to Obtain their Commitment

Module 3: Develop an Operational Plan for a Unit

- Developing an Operational Plan for a Unit
- Complete operational plans and include provisions for contingencies
- Elements of an Operational / Business Plan
- Techniques for Identifying Strengths and Weaknesses



Module 4: Implement an Operational Plan

- Approaches to and Tools for Implementing Actions
- Steps for Setting up a Performance Contract

Module 5: Monitor, Measure and Evaluate the Achievement of Goals and Objectives

- Monitoring, Measuring and Evaluating Achievement
- Monitor the Performance of the Unit
- Conduct Performance Reviews of Team Members
- Performance review interview
- Implement Recommendations on Corrective Action
- Managing the Monitoring and Evaluation of a program
- Design Indicators
- Evaluate Results
- Ten tips for recognising your employees

