



CERTIFIED INTERNATIONAL OPERATION MANAGEMENT PROFESSIONAL

Course	Operation Management-CIOMP
Instructor	Certified American Academy Instructor
Descriptions	Businesses create value by supplying their products or services to satisfy customer demand that involves numerous activities and processes across the organization. Operations managers deal with a major issue in any business-how work gets done: setting up processes, uncovering the biggest bottlenecks, fine-tuning processes to save time and money, managing resources for smooth production of value. Since Operation Management balances costs with revenue to achieve higher operating profits, it is in a constant quest to find 'what is the most efficient, cost-effective way to deliver goods and services. Operations constitute the core functions of adding value to a set of inputs, that make them usable by the consumers (wheat flour to bread, for example), at a certain cost. Conceptually, the field of Operation Management may be broadly divided into two parts: design of operating systems, and their use for generation of surplus. Yet another major classification is based around manufacturing systems and services operations. This core course introduces Operations function in an organization, helping participants understand how managers design and use, manage and improve systems and processes to create value to their customers effectively and efficiently. The subsequent terms offer electives in various verticals in the areas such as: Process Management, Logistics and supply chain management, Project Management, Manufacturing systems, Quality Management, Services Operations,etc. The AAPM[®] certification process, administered by GAFM Board, identifies to the public that those individuals who have been authorized to use the AAPM[®] certification marks in the globe have met rigorous professional standards and have agreed to adhere to the

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	principles of integrity, objectivity, competence, fairness, confidentiality, professionalism and diligence when dealing with clients.
Durations	3 Days
Objectives	This course introduces major concepts and tools used in the design and use of operations systems in organizations. It introduces the discipline and the role the function plays in a value-creating organization. Emphasis is given both to familiarization of various production processes and service systems, and to quantitative analysis of problems/ issues arising in the management of operations. Successful completion of the course will empower the participants, even if one does not plan to work in Operations, to be able to improve just about any process in any area of the business. At the end of the course, the participants will be able to: • Appreciate the strategic role of Operation Management creating and enhancing a firm's competitive advantages. • Understand key concepts and issues of Operation Management in both manufacturing and service organizations. • Analyze business processes in services / manufacturing for improvement. • Identify the operational issues in the value addition processes of a firm. • Apply analytical skills and problem-solving tools to resolve the operational issues. • Earn a Certificate of CIOMP after completion and passing the AAPM examination
Target Audience	Production Managers Operation Managers



	Supply chain and Logistics Managers Business Managers Logistics and operation staff
Course Descriptions Module 1: How does Operations Create Value in a Business? 1.Introduction to Operations Management; Process view & Supply chain view 2. Operations Strategy Competitive priorities and capabilities Module 2: How are processes chosen for firms strategically? 3. Process structure in services & manufacturing : Strategic fit 4. Process tools 5. Strategies for change: Process improvement Module 3: How to find what size is the right size? 6. Long-term capacity 7. Systematic approach to long-term capacity 8.Strategic capacity planning Module 4: What limits the system from reaching its goal and how to remove it? 9. Bottleneck management 10.Theory of constraints 11.Line balancing Module 5: How to understand and measure quality? 12. Cost of Quality; TQM and Six Sigma 13. SPC and Process capability 14. Lean System	

Module 6: How to know much material to stock?

- 15. Inventory Management basics
- 16. ABC analysis; EOQ model and variants
- 17. Continuous review system; Periodic Review System

Module 7: How to know how many to produce?

- 18. Operations Planning and Scheduling: Levels in operations planning, Strategy
- 19. Resource Planning: Material requirement planning
- 20. Master production scheduling

Module 8: How to network for creating and delivering value for customers?

- 21. Supply chains-manufacturing & Services; Designing Supply Chains
- 22. Measuring SC performance
- 23. Supply chain strategies

Case Studies

Case-based discussions will be conducted with topics related to the subjects of training. Exam exercises and questions evaluation.