

Operational Excellence



CPD Validation No. SAIE/ CPD/ T/ 05-15 CPD points 4

OVERVIEW

Many organizations are focused on operations management initiatives typical programs involve initiatives like word class operations excellence, progressive operations excellence and so forth. The realm of operations management draws to a large extent on a diversity of the tools and techniques. However many managers are not aware of these tools and techniques, and more so how to combine these tools and techniques to achieve operations management objectives. Operations excellence is not a stand-alone initiative, it draws on a multitude of skills across the organization; to mention but a few: strategy, human resources, IT, Services, project management, operations management, and supply chain management, etc. Many managers are tasked with setting up operations excellence initiatives, and many such initiatives have failed in the past due to a multitude of reasons. Some failures can be attributed to at least the following: long drawn out initiatives, no clear focus, cannot show direct value add, not having the right performance measurement metrics, etc. This short course is aimed at guiding managers on how to go about setting operations excellence initiatives and achieving maximum gains. This short course will assist managers in developing operations excellence initiatives which are cross functional and directed at improving the organizations bottom line.

COURSE BENEFITS

- Critically access service management strategy in the context of corporate multi-nationals, governments, health care and education.
- Formulate a high level strategy for service enterprises.
- Develop and implement innovation in service systems.
- Understand the evolution of service management.
- Be able to develop critical success factors for service operations.

COURSE OUTCOMES

- Problem solving.
- Application of scientific and engineering techniques.
- Experiments, investigation and data analysis.
- Individual team and multi-disciplinary work
- Independent learning ability

The course focuses on synthesis of management and scientific knowledge allowing students the ability to critically gather data, interpret data and develop solutions to commercial ends. The course focuses on higher level thinking, students are required to apply scientific knowledge, management knowledge and develop creative and out of the box thinking approaches to service management.

ABILITY DEVELOPMENT

TARGET AUDIENCE

All personnel involved in the initiation of operations excellence initiatives. Typically individuals involved in the following areas will benefit from this course: IT, supply chain management, program and project management, engineering, operations management, etc.

COURSE OBJECTIVE

The course aims to give an in-depth coverage of Operations excellence in the context of contemporary operations, taking into account the major competitive drivers of efficiency and responsiveness and the solutions enabled by new technologies.

The course addresses the scope, impact and importance of operations excellence and the major decisions that need to be made in today's globally connected economy. In this context, operations excellence initiatives enables us to innovate, design, and manage simple and complex operations and processes in the modern economy.

VENUE: JASCO OFFICE PARK, CORNER ALEXANDRA AVENUE AND 2ND STREET HALFWAY HOUSE MIDRAND, 1685
DR. RAJ SIRIRAM | PHONE: +27 82 894 6253 | WORK: +27 11 622 3549 | EMAIL: RAJ@ALPHA-CONCEPTS.COM

COURSE CONTENT

The course content encompasses at least the following:

1. Setting the scene
 - a. Operations management definitions
 - b. Concepts in Operations management
 - c. Operations management objectives and models
2. Challenges of operations management
3. Operations excellence initiatives and their objectives
4. How to initiate and run operations excellence initiatives.
5. Operations excellence and operations management tool box.
6. Teams in operations excellence initiatives
7. Design challenges of Operations excellence initiatives.
8. Operations excellence and quality



AFFILIATE MEMBER

TEACHING AND LEARNING PROCESS

The course is a learning by doing course, students are given core material which they are expected to read and understand. Several case studies are given, students are to work in groups and present their analysis of the case studies using the core material discussed in class.

The class is broken into groups depending on the number of students there are normally 3 to 4 groups of 5-8 students each. Students are given 4 to 7 case studies, which are to be worked through the duration of the course over a 3 day period. While one group presents the material normally a 20 minute presentation. The other groups are required to critique the presentation thus creating a forum for debate and discussion.

Students are also expected to submit a final report one week after course completion for evaluation, which is worth 50%

ASSESSMENT CRITERIA

1. Class participation:	20%
2. Presentations:	30%
3. Final report	50%

TIME REQUIREMENTS

Lecture hours:	24 Hours
Lecture Self study:	12 Hours
Total time:	36 Hours

OTHER REQUIREMENTS

Proposed: NQF Level 8










Admission: Appropriate tertiary qualification & 5 years relevant work experience












COURSE INSTRUCTOR










Dr. Raj Siriram is Chief executive of Alpha concepts Pty (Ltd) a professional management and engineering consulting company, previously Operations executive at Plessey a Dimension Data company, Chief Information Officer at Dimension Data Middle East and Africa. He was also Divisional managing director at Siemens Ltd, Manufacturing systems manager at GE, Manufacturing manager at Alstom. He has a wide range of industrial experience from business development, project management, Information technology, supply chain management, performance management, business engineering and manufacturing. He has turned and grown many business's over the last 15 years of his 25 year working experience. Raj has more than 10 years experience at executive level. He is also a sessional lecturer at the University of the Witwatersrand. His research interests are in technology management, enterprise engineering, project management and systems engineering. Raj is a registered with the engineering council of South Africa. He holds a Ph.D. in Industrial Engineering from the University of Witwatersrand, In South Africa, School of Mechanical, Industrial and Aeronautical Engineering. He is also a member of the Institute of Directors, South African Institute of Industrial Engineers, Institute of Industrial Engineers (US) and many other professional bodies.

DAY 1 : 9 SESSIONS

SESSION 1	SESSION 2	SESSION 3	SESSION 4	SESSION 5	SESSION 6	SESSION 7	SESSION 8	SESSION 9
REGISTRATION / COFFEE & TEA	WELCOME & INTRODUCTION	SETTING THE SCENE OPERATIONS MANAGEMENT	CHALLENGES OF OPERATIONS MANAGEMENT	COFFEE & TEA BREAK	OPERATIONS EXCELLENCE INITIATIVES AND THEIR OBJECTIVES	LUNCH	HOW TO INITIATE AND RUN OPERATIONS EXCELLENCE INITIATIVES	CONCLUSION OF THE DAY
								
8h30-9h00	9h00-9h15	9h15-9h45	9h45-11h00	11h00-11h20	11h20-13h00	13h00-13h45	13h45-15h30	15h30-16h00

SESSION 1	SESSION 2	SESSION 3	SESSION 4	SESSION 5	SESSION 6	SESSION 7	SESSION 8	SESSION 9
COFFEE & TEA	QUESTIONS ARISING FROM THE PREVIOUS DAY	OPERATIONS EXCELLENCE TOOL BOX: PART 1	OPERATIONS EXCELLENCE TOOL BOX: PART 2	COFFEE & TEA BREAK	CASE STUDIES	LUNCH	DISCUSSION ON FINAL REPORT/ DESIGN CHALLENGE	CONCLUSION OF THE DAY
								
8h30-9h00	9h00-9h15	9h15-9h45	9h45-11h00	11h00-11h20	11h20-13h00	13h00-13h45	13h45-15h30	15h30-16h00

DAY 2 : 9 SESSIONS

SESSION 1	SESSION 2	SESSION 3	SESSION 4	SESSION 5	SESSION 6	SESSION 7	SESSION 8	SESSION 9
COFFEE & TEA	QUESTIONS ARISING FROM THE PREVIOUS DAY	TEAMS IN OPERATIONS EXCELLENCE INITIATIVE	DESIGN CHALLENGES OF OPERATIONS EXCELLENCE INITIATIVE	COFFEE & TEA BREAK	OPERATIONS EXCELLENCE AND QUALITY	LUNCH	CASE STUDIES	CONCLUSION AND WRAP UP
								
8h30-9h00	9h00-9h15	9h15-9h45	9h45-11h00	11h00-11h20	11h20-13h00	13h00-13h45	13h45-15h30	15h30-16h30

DAY 3 : 9 SESSIONS

COURSE REGISTRATION FORM

COURSE NAME		COURSE DATE	
-------------	--	-------------	--

- Please complete one form per delegate.
- Please complete all details on the forms below in clear block letters.
- Please ensure you send the relevant attachments so as not to delay your registration
- Only fully completed registration forms can be processed all field must be completed

NAME	
ID NUMBER	
COMPANY	
COMPANY VAT NUMBER	
POSTAL ADDRESS	
POSITION IN COMPANY	
CELL NUMBER	
OFFICE NUMBER	
FAX NUMBER	
EMAIL ADDRESS	

COMPANY ORDER NUMBER	
PERSON PAYING ACCOUNT	
PERSON EMAIL	
PERSON CONTACT NUMBER	

PLEASE NOTE THAT ELECTRONIC INVOICES ARE SENT AS A FORM

Banking details & pro forma invoices will be supplied on receipt of your completed registration form. Payment must be rendered before the start of the course

SIGN ACCEPTANCE		DATE SIGNED	
--------------------	--	----------------	--

SPECIAL DIETARY REQUIREMENTS?	
-------------------------------	--

I was contacted via E-mail/Phone	
I was contact by (Name & Surname)	
I Phoned Alpha Concepts to book	



Dr. Raj Siriram Chief Executive Alpha Concepts (Pty) Ltd.

Email: raj.siriram@alpha-concepts.com

© All information remains the property of Alpha Concepts (Pty Limited), Registration number 2012/147479/07