Operations Management and Development: Optimize Business

20 – 24 September 2027
London (UK)



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Why This Course

Operations management is at the heart of organizational performance. It determines how efficiently resources are used, how consistently quality is delivered, how well processes flow, and how effectively organizations respond to demand, supply chain challenges, and customer expectations.

This intensive 1-week Operations Management Training program equips participants with practical tools to analyze, design, improve, and manage business operations. The course covers process analysis, value stream mapping, quality management, Six Sigma, statistical process control, capacity planning, demand forecasting, resource allocation, bottleneck management, supply chain optimization, inventory control, lean principles, continuous improvement, innovation, and change management. Through practical exercises and real-world examples, participants will learn how to improve productivity, reduce waste, enhance quality, and support operational excellence.

What You'll Learn and Practice

By joining this program, you will:

- Understand core operations management concepts and business impact.
- Identify the strategic role of operations in organizational success.
- Analyze, design, and optimize business processes.
- Apply value stream mapping to identify waste and improvement opportunities.
- Use Total Quality Management principles.
- Apply Six Sigma methodology and quality improvement tools.
- Understand statistical process control.
- Conduct capacity analysis and planning.
- Apply demand forecasting techniques.
- Allocate resources more effectively.
- Identify and manage operational bottlenecks.
- Improve supply chain design, inventory control, and supplier relationships.
- Apply Just-in-Time and lean principles.
- Use continuous improvement and innovation methods in operations.



The Program Flow

Day 1: Foundations of Operations Management

- Understand the purpose and scope of operations management.
- Explore the strategic role of operations in organizations.
- Analyze business processes and operational workflows.
- Apply process design principles to improve efficiency.
- Use value stream mapping to identify waste, delays, and improvement opportunities.

Day 2: Quality Management and Control

- Understand Total Quality Management principles.
- Explore Six Sigma methodology and its role in reducing variation and defects.
- Apply statistical process control concepts.
- Use quality improvement tools and techniques.
- Build practical approaches for improving consistency, reliability, and customer satisfaction.

Day 3: Capacity Planning and Resource Management

- Conduct capacity analysis and planning.
- Apply demand forecasting to support operational decisions.
- Allocate resources based on workload, demand, and business priorities.
- Identify bottlenecks and constraints in operational systems.
- Develop strategies to improve throughput and resource utilization.

Day 4: Supply Chain and Inventory Management

- Understand supply chain design and optimization principles.
- Apply inventory control systems to balance availability and cost.
- Explore Just-in-Time and lean approaches.
- Improve supplier relationship management.
- Identify strategies to reduce waste, delays, inventory costs, and supply chain risks.

Day 5: Continuous Improvement and Innovation

- Apply Kaizen and continuous improvement methodologies.
- Encourage innovation in operations management.
- Explore technology integration in operational processes.
- Apply change management practices for operational improvement.
- Develop action plans for achieving operational excellence.



Individual Impact

- Build confidence in analyzing and improving operational processes.
- Strengthen skills in quality management, process optimization, and resource planning.
- Improve ability to identify bottlenecks, inefficiencies, and waste.
- Gain practical tools for capacity planning and supply chain improvement.
- Develop stronger decision-making capability in operational environments.

Work Impact

- Improve productivity, quality, and operational efficiency.
- Reduce waste, delays, defects, and unnecessary costs.
- Strengthen capacity planning and resource utilization.
- Improve supply chain performance and inventory control.
- Support a culture of continuous improvement and operational excellence.

Training Methodology

This program combines operations management concepts with practical workplace application through:

- Process analysis and value stream mapping exercises.
- Quality improvement and Six Sigma case studies.
- Statistical process control and performance measurement activities.
- Capacity planning and bottleneck management workshops.
- Supply chain and inventory control scenarios.
- Continuous improvement, innovation, and change management exercises.

Beyond the Course

Upon completion, participants will be able to:

- Analyze and optimize business processes for improved efficiency.
- Implement quality management and control techniques.
- Improve capacity planning and resource utilization.
- Strengthen supply chain and inventory management practices.
- Apply continuous improvement methods in daily operations.
- Support operational excellence through better process, quality, and performance management.

