BLACKBIRD FOR TRAINING

Advanced Modern Operations Management

5 – 9 July 2027
Kigali (Rwanda)

UK Traininig
PARTNER



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Introduction

The Advanced Modern Operations Management course offers professionals a comprehensive understanding of the latest trends, tools, and techniques in operations management. This course is ideal for managers and professionals looking to enhance their expertise in managing operations within today's rapidly evolving business environment. Over the course of one week, participants will explore key strategies and best practices essential for effective operations management, gaining insights into operational risk management, performance enhancement, and supply chain operations management.

Course Objectives

By the end of this course, participants will:

- Gain a deep understanding of operations management fundamentals and its critical role in driving business success.
- Stay ahead of industry trends by exploring cutting-edge innovations in operations management, including digital transformation and emerging technologies.
- Develop the ability to analyze and improve operational performance, using data-driven decision-making tools and techniques.
- Learn how to optimize efficiency, quality, and customer satisfaction in day-to-day operations.
- Understand what an operations manager does and explore operations manager skills, from strategic planning to operational risk management.
- Enhance their ability to communicate and collaborate effectively within cross-functional teams, including when managing a global supply chain.
- Delve into sustainability and ethical considerations in operations, with a focus on best practices in operations management.



Course Outlines

Day 1: Introduction to Operations Management

- An in-depth overview of operations management and its significance within contemporary organizations.
- Understanding operations manager responsibilities: Key functions, tasks, and decision-making processes.
- The historical evolution of operations management, along with current industry trends and what operations managers do today.
- Aligning operations management strategies with broader business objectives to maximize organizational performance.
- Real-world case studies showcasing the impact of facility operations managers in enhancing operational outcomes.

Day 2: Strategic Operations Management

- Explore strategic planning and decision-making tools for operations managers to gain a competitive edge.
- Best practices in designing and optimizing operational processes and supply chains.
- Learn supply chain operations management strategies and principles like Lean and Six Sigma for achieving operational excellence.
- The role of technology and digital transformation in operations management, including automation and the integration of IoT and AI.

Day 3: Performance Measurement and Improvement

- Learn to identify and apply key performance indicators KPIs and metrics critical to measuring operational success.
- Dive deep into performance management methodologies and continuous improvement processes like Six Sigma and Kaizen.
- Explore global standards for quality management e.g., ISO and Total Quality Management and their impact on operational risk management.
- Operational risk management process: Practical approaches to identify, mitigate, and manage risks in operations.



Day 4: Managing Operations in a Global Context

- Discuss the unique challenges of managing operations in a global environment, including managing multicultural teams and international supply chains.
- The role of the legal operations manager in ensuring compliance and reducing legal risks in global operations.
- Outsourcing and offshoring strategies, including key considerations when managing external vendors and suppliers.
- Sustainable and ethical operations management practices in global supply chains.

Day 5: Innovation and Future Trends in Operations Management

- Examine how innovation in operations management is reshaping industries and driving business growth.
- Discover the future of operations management with a focus on emerging technologies like Industry 4.0, artificial intelligence, and machine learning.
- How operations managers can adapt to digital transformations and stay ahead of technological disruptions.
- Final project presentations that challenge participants to apply their learning in real-world operational scenarios.

Why Attend this Course: Wins & Losses!

- Gain a comprehensive understanding of what is operations management and its role in modern business.
- Develop critical operations manager skills for optimizing processes and managing teams.
- Learn effective strategies for operational risk management, ensuring your organization can mitigate potential disruptions.
- Earn an operations management certificate that validates your expertise and enhances your professional credentials.
- Understand operations manager responsibilities and how they align with broader organizational goals.
- Explore the role of technical operations managers, creative operations managers, and facility operations managers in different industries.
- Master the operational risk management process and learn how to identify, assess, and mitigate risks.
- Gain insights into supply chain operations management and how to manage global supply chains effectively.
- Prepare for advanced operations manager training and enhance your operations manager qualifications.



Conclusion

Upon completion of the operations management course, participants will receive an operations management certificate, equipping them with the practical skills and knowledge to excel in the dynamic field of operations management. Whether you are an aspiring technical operations manager, facility operations manager, or a seasoned professional looking to enhance your operations manager qualifications, this course will provide you with the essential tools to succeed.

Join us to master the art and science of operations management and take your career to the next level!

