



It takes a leader to set priorities and accomplish goals. Business processes need more than just strategy and speculation to be effective. They need someone with the ability to actually carry them out. Professionals who take a course in operations management have the skills to make things happen and produce desired results.

What is a course in operations management? It is a module that is typically offered to first time leaders/managers. It focuses on developing strategies to create and improve processes in an organization. Participants study how flow rates, bottlenecks and shrinkage levels affect the final output that is offered to customers.

After completing this course, learners are able to analyze and improve procedures. They learn techniques for increasing productivity, controlling costs and reducing response times. By making use of case studies, they are able to learn from the successes and failures of other professionals and apply these lessons to their own careers. By the end of the program, they will be able to overcome challenges in production, reduce inefficiencies and make proposals for process improvements to top level managers.

Unit. No	Unit	Unit objectives
1	Metrics	What is Metric Derivation Of metrics Importance Of metric Metric driven approach
2	Staffing & Scheduling	The fundamentals Planning Shifts, Shrinkage & Attrition A.C.T.I.V.E. Methodology for Workforce Management Erlang Formula
3	Workforce Scheduling	Concepts of Workforce Scheduling Scheduling Challenges COGQ & COPQ This 5 steps of workforce management
4	Fundamentals of Billing	Fundamentals of billing Types Of Billing Value Of \$100
5	Quality Management	Total Quality Management Lean Six Sigma Concepts of TQM 5 Why Analysis Ishikawa / Fish Bone / Cause & Effect Diagram
6	MIS – Presentation Of Data	Objective Effective data presentation
7	Escalation Management	Importance of escalation management Steps