

UTS:SHORT COURSES

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Operations Management

This program has been designed for participants to gain an understanding of the management tools and techniques used in operations management. Central to this program is an integrated “best practice” operations management model which links strategy formulation with strategy implementation, incorporating product and service design through to product and service realisation.

Participants will devise a plan for applying all, or parts of the management model to their specific organisation. This plan will be based on an objective assessment of the gap that exists between the organisation’s current state of operation and the corresponding world’s best practice. This process is known as “calibration” and will be used to determine and articulate the “journey” to close the gap.

Course Objectives

Participants will develop skills and knowledge in the specific tools and techniques used by leading operations management practitioners, including

- waste identification and elimination (eg. value stream mapping)
- workplace organisation
- standardised work
- visual management
- in-process control and verification
- error-proofing
- quality system management
- quality feedback and feedforward
- simple process and information flow
- pull systems and kanbans
- business plan deployment and scorecards
- continuous improvement
- kaizen and problem solving processes
- teamwork and open communication processes.

Will Benefit?

This course is particularly useful for:

- Functional managers
- Operations and supply/logistics managers
- Engineering managers
- Supervisors, team leaders
- Lean practitioners and change agents
- Customer service managers
- HR professionals
- Strategy formulation analysts.

What Makes This Program Unique?

- Delivered by a proven practitioner and leader in operations management
- Applicable to your organisation’s specific circumstances
- Accesses a detailed ‘best practice’ model to self-assess an organisation
- Provides a systematic and practical way to construct an achievable and orderly operational improvement plan and associated review process.

Program

Day One

- Operations Management as a transformation process
- The strategic role and objectives of operations
- The design of products and services
- Planning and control
- Product and service realisation
- The operational improvement cycle
- ‘Best Practice’ Operations Management model.

Day Two

- People involvement tools and techniques
- Built in quality tools and techniques
- Standardisation tools and techniques
- Short lead time tools and techniques
- Continuous improvement tools and techniques.

Day Three

- Self calibration
- Implementation plan development – the “journey”
- Monitoring and review process
- The operations challenge
- Reflections and closure.

About the Presenter

Rod Lopez *MBA, BE(Hons), GAICD*

Rod Lopez is the Head of Manufacturing for Cochlear Ltd, an ASX listed company dedicated to the design, manufacture and supply of hearing implants and accessories.

He has held a range of senior management positions in companies such as GM and Shaw Industries. Among Rod’s most significant achievements is the design and launch of the Holden’s HFV6 engine plant in Port Melbourne, a \$450 million project where Rod had the opportunity to lead the operations team.

Rod is a seasoned practitioner and lecturer at post-graduate level.

Course Details

2011 Dates Run on Demand
Duration 3 days: Sat and Sun weekend, plus another Sat 2 wks later
Price \$3,000 (GST-free)
Discounts UTS Alumni 3+ enrolments
Presenter Rod Lopez
Location City/Haymarket Campus
Max. Enrolments 30
Entry Requirements None
Further Information Tel: 02 9514 3504 Email: executive.development @uts.edu.au