**Operations Management Fundamentals (OMFU)**

**DELEGATES MUST BRING LAPTOPS**

**COURSE OBJECTIVE**

The internal audit function is managed independently as a value adding operating activity/division to the organisational board and executive management as its core customers. Internal audit also functions to add value to organisations which derive its value, existence and mandate from service delivery, sale of goods and services and or production and manufacturing processes. It is thus critical for each internal auditor to have a knowledge and understanding of Operations Management (OM).

OM is concerned with the management of resources and activities that produce and deliver goods and services for customers. Efficient and effective operations can provide an organization/function with major competitive advantages since the ability to respond to customer and market requirements quickly, at a low cost, and with high quality.

The course will empower the Internal Audit function on the following:

- Basic concepts, issues, and techniques for efficient and effective operations.
- Understand business process and operations from a general management perspective.
- Learn tools, analytical frameworks and general principles for effective management of operations.
- Enhance communication, reflection and team work skills.
- Special emphasis is placed on process improvement and value chain management.

**COURSE CONTENT**

Fundamentals of operations management

- Various production and operations design decisions and how they relate to the overall strategies of organizations.
- Organisational structures as a tool for effective operations, an analysis of various organisational structures
- The importance of product and service design decisions and its impact other design decisions and operations.
- The relationship of the various planning practices of capacity planning, aggregate planning, project planning and scheduling.
- Contemporary operations and manufacturing organizational approaches and the organisational value-chain management activities and the renewed importance of this aspect of organizational strategy.

Analyse organisational/functional operations

- Analyse business operations using appropriate performance measures, such as flow time, throughput rate and capacity.
- Propose business solutions in written and verbal forms for operations improvement and process design project.
- Identify inefficiency and ineffectiveness in business operations and propose adequate minor changes or major redesigns to improve the process.
- Practice team skills to organize a functioning team to analyse and improve business process.

Quality control analysis

- The theory and implementations of quality control activities for different industries.
- Obtain an understanding of quality management practice in organizations and how total quality management and other techniques facilitate organizational effectiveness.
- To understand the roles of inventories and basics of managing inventories in various demand settings.

Internal Audit role on operations management

- Impact through leading by example
- Assurance and consulting activities
- Managing stakeholder expectations

A 10% group discount will apply to organisations placing a simultaneous booking for 2 or more registrants.

Please click here for [general course information](#)

Delegates are also requested to review the content and the levels of the courses presented before booking, to ensure they are attending the right course.