

# WEBINAR: Operations Management Training



## Overview

Operations is one of the core business functions that has deep effect on productivity for both product manufacturing and services. Even if one is not an operations employee, this program is still beneficial to be able to learn and develop knowledge of the operations side of the business.

The concepts, processes, principles, and techniques in Operations Management (OM) apply globally to all productive enterprises (small or huge scale). It does not matter if the applications are in an airline, office, hospital, bank, restaurant, department store, or factory - the production of goods and services still requires effective operations management.

## Objectives

- To learn the basic concepts and principles of Operations Management
- To distinguish the three core functions of the organization
- To learn trends and changes for the success of the operations in an organization
- To learn products, services, and processes designs beneficial to the organizations, as well as to meet the needs of customers

## Who Should Participate

- Operations managers and employees (for newbies or as refresher course)
- Startup business owners
- Anyone who is interested to learn the basic operations side of an organization

## Key Topics

- I. Operations Management (OM) Definition
- II. Three (3) Core Business Functions (Marketing, Finance, Operations): Why is operations management important in all organizational types?
- III. Input to Output Transformation Process
- IV. Decision Areas of Operations Management
- V. Operations in Manufacturing and Service Sectors
- VI. Historical Development and Concepts of OM
- VII. New Trends/Concepts (Ethics, Global Focus, Supply Chain Partnership etc. including the New Normal Set-Up)
- VIII. Productivity Challenge
- IX. Products, Services, and Process Designs

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## Duration

- 3 hours

## Webinar Fee

- Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

## Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

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