

Master Class for Operations Professionals



This Course suits

This one day course is aimed at Team Leaders and Managers who are familiar with Active Operations Management principles and the Workware application and who want to advance their understanding and ability to deliver improved control and better performance.

Content Overview

Setting and managing longer term performance whilst delivering fantastic results every day.

Mastering planning – Planning for scarce skills, integrating telephone and clerical operations.

Planning for projects and the impact of process change.

Mastering Variance Reporting – In-Period Controls.

Mastering the art of managing the day.

Team communications and the use of Workware daily planning tools.

Developing cross skilling plans based on work volumes and variability.

Benefits and Outcomes

This course provides practical skills in advanced operations management practices.

As a result of this course individuals will be better able to manage the performance of their units to deliver stable control at lower costs.

Individuals attending this course will be equipped to contribute to the operational design and configuration of the business.