

foresight?



hindsight?



Active Operations Management Simulation Training gives your service operations managers the confidence to manage with **foresight**

HINDSIGHT.

'Hindsight is a wonderful thing'. We can all know the result of events once they have happened and organisations today invest huge amounts of money and time producing 'management hindsight':

- How productive was the team?
- How much work did we receive?
- Was the turnaround time within service level?
- Did they do it right?

Valuable as this information is, it represents a picture of what has already happened. We all know that we cannot manage an organisation by constantly looking at the past. If our hindsight tells us that we haven't delivered on cost, quality or service then it's too late to make a difference: we have already failed!

So can this retrospective collection of data be put to good use? Certainly if we can use management hindsight to develop management foresight.

MANAGEMENT FORESIGHT

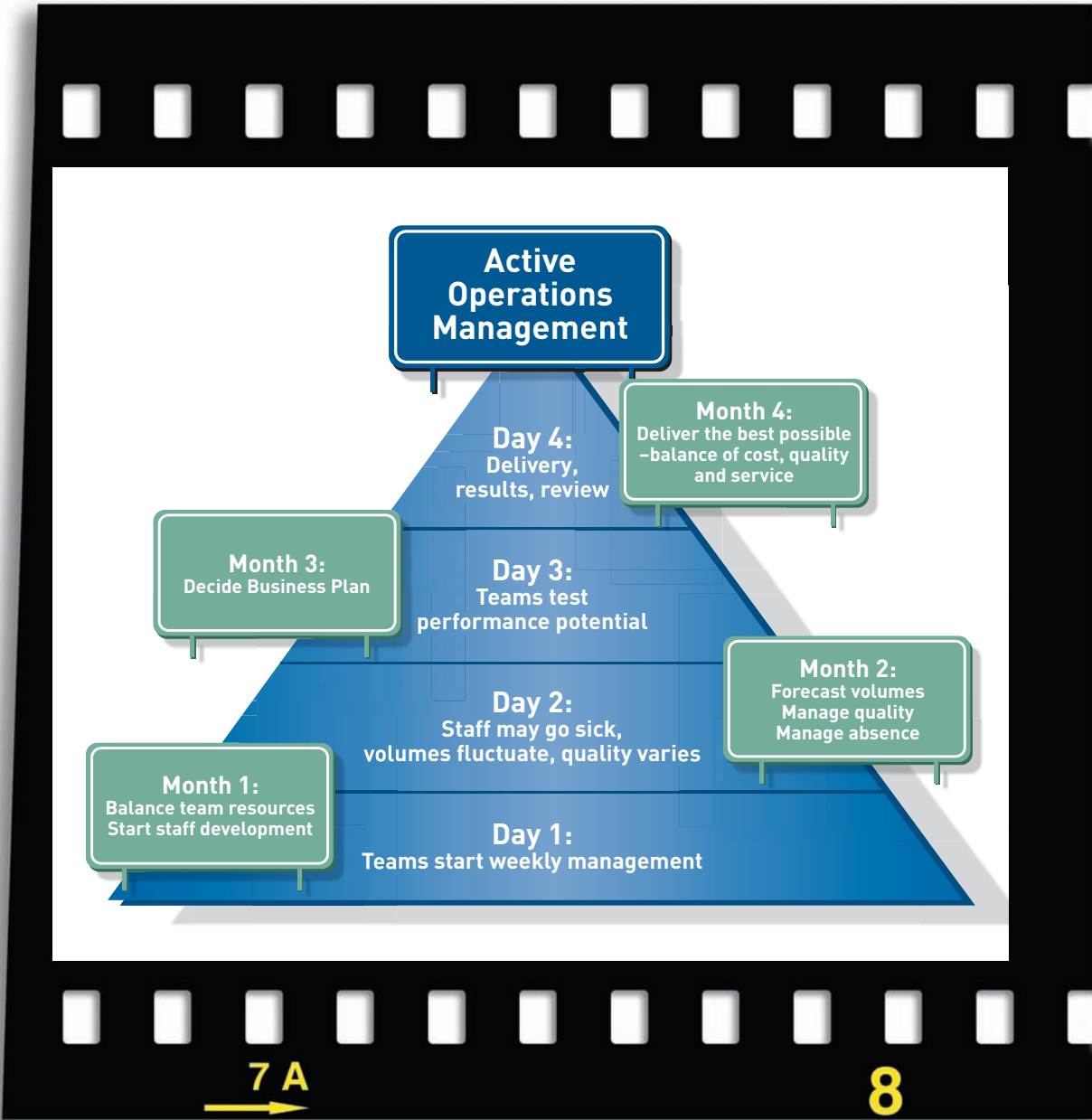
Picture the situation where managers work together actively to manage their operation so service and quality standards are consistently delivered at the minimum cost. Where they continually learn from the past to map the future, plan to make best use of available staff and continually review where they are against plan so they can consistently deliver and continually improve. This is Active Operations Management (AOM).

If our foresight tells us that our cost, quality or service goals may be challenged then we can take action and make sure that we always **SUCCEED!**

The Active Operations Management approach has been developed and proven to deliver significant business benefits over many years. It is a pragmatic management approach that gives an organisation the insight, skills and tools to actively manage service operations.

The AOM Business Simulation Training provides managers with the opportunity to learn and apply Active Operations Management in a challenging, but low risk, situation. Managers learn to manage people on the basis of facts, and use truly professional management methods to deploy resources effectively. We track their success through objective measures of quality, service and cost.

At the end of the course, delegates can directly apply what they learn back in the office. For example, many organisations carry latent capacity, (what gets done is significantly less than what could get done) and the skills learned support delegates, helping them to understand and rapidly release this benefit.



ACTIVE OPERATIONS MANAGEMENT BUSINESS SIMULATION TRAINING

“The results in the 12 months since (the course) have been amazing- a huge improvement in customer service and a measurable increase in capacity of 49%. The results achieved have far exceeded our expectations”

Customer Services Manager, UK insurance company

“Efficient operations management has been central to our ability to achieve significant compound growth year on year, without compromising quality or service. The operations management simulation lies at the heart of this success”

Vice President Operations, leading UK bank

Active Operations Management Business Simulation Course takes delegates to the core of high quality service operations management.

This four day course simulates a real service operations business environment and puts managers in control of a failing operation. Managers are then challenged to turn the business round over a 4 month period of growth and increasing business complexity. They compete against the other teams to win a BPO contract and their results can be benchmarked against the thousands of previous managers who have gone through the experience.

Delegates are trained in the core principles, skills and tools of Active Operations Management and coached to help them achieve the best possible results.

The power of this course comes from its realism and the intensity of the experience:

- the challenge from putting every manager's skills and abilities to the test.
- the need for teams to work together effectively, developing individual roles and joint decision making processes.
- the inspiration from experiencing first hand the power and confidence of actively managing operations to a plan.

And the Results?

Past participants and their managers describe how the application of the approach has transformed their ability to manage their operations back at work.

Impact can be felt both within operations and on a company wide scale.

THE COURSE - INTRODUCTION TO THE CONTENT

Each delegate will be introduced to the case study:

'You are travelling to New York. In a few hours' time you will be meeting the management staff of your new operations department: the New Jersey payments centre. Internal reports state that the department is in a bad state, with backlogs, poor morale and unskilled staff. Costs are escalating. You and your colleagues have been appointed to turn the unit around and you know that this is going to be your biggest challenge to date.'

And so the operations management simulation training begins.

As part of a team with performance goals covering cost, quality and service, each delegate has to take a key role in developing a quarterly operations plan and delivering it. All this while maintaining day to day control of a business, subject to the usual constraints of unhelpful pay systems, poorly skilled supervisors, sickness, absenteeism and unpredictable outside events!

Over the four days delegates are introduced to and given the opportunity to apply the following key management disciplines:

1. The Management Control Process – the cycle of delivery that touches all elements of an operation but is rarely fully understood.
2. Resource Management – the types of staff data that should be collected and how the data should be used to provide meaningful management information.

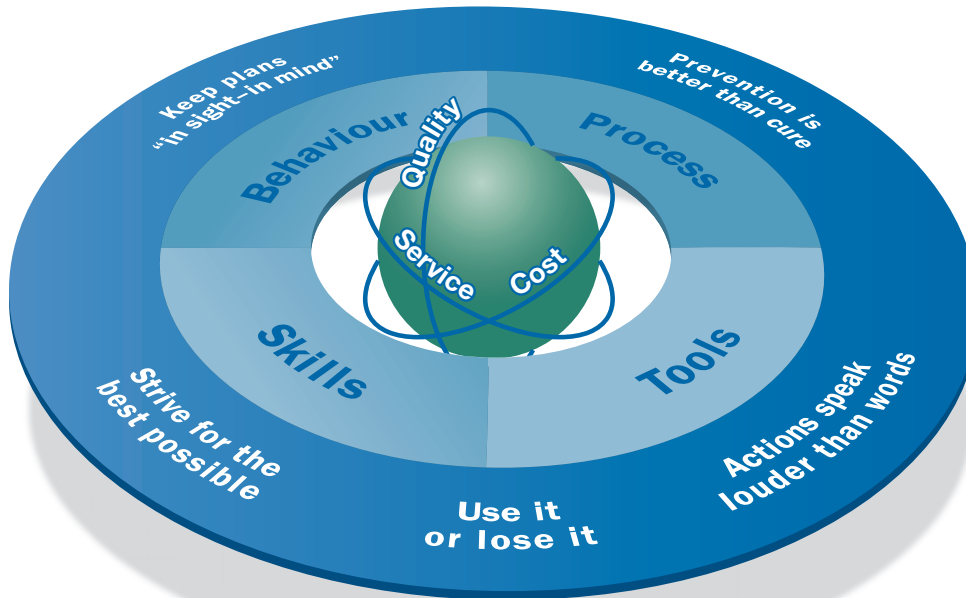
3. Capacity Management - how to be in control of, rather than controlled by, the realities of operational life: fluctuating work volumes, staff absences, risks, contingencies and control.
4. Budgeting - Preparing a fully budgeted business plan and managing its delivery.
5. Service Level Management.
6. Quality Management (Detection, Correction and Prevention).
7. Continuous Improvement.

In the first two days of the course, all participants learn to establish basic control of the business. Step by step, more complexity and challenges are added. In the third day the participants set out the most ambitious plans they can manage for the business, including their target cost levels, quality standards and turnaround times. Finally on the fourth day, the challenge is delivering to their goals.

WHAT IS AOM?

The approach is simple. The AOM methodology gives managers the foresight and confidence to plan, using better real time forecasting. Managers are then given the skills to deliver to that plan. The AOM ethos is grounded in the healthy principles of achieving control: longer term planning, utilising capacity rather than losing it, and keeping plans highly visible at all times.

Benefits start at cost savings, increased operational capacity and a greater sense of managerial confidence and control, and trigger much wider benefits in the operation such as improved business agility and more effective company wide communications.



THE BENEFITS OF AOM TO YOUR ORGANISATION

The simulation training course has been run successfully in Australia, New Zealand, India, Brazil, USA, Canada, Spain, Belgium, Hungary and the UK. Some of our customers have used the course for stand-alone operations management training. Others have gone on to develop AOM principles as part of longer term culture change and sustained performance improvement.

Active Operations Management represents perhaps the only truly professional approach to operations management. It creates an environment where managers understand the dynamics of their operations and work together to achieve business objectives, sharing processes and tools and speaking a common language. This supports the leveraging of capacity across operations, making space to improve service, quality, take on new business or reduce cost.

This unique course gives every participant the opportunity to develop and test their management skills for themselves in a realistic, safe learning environment. The long-lasting impact of learning by doing on the simulation course should not be underestimated.

Our customers include:

American Express
AT Kearney
Bank of New York
Barclays Bank
Cap Gemini
Capita
EDS
Eagle Star
International Financial Data Services
Liverpool Victoria
Marlborough Stirling
M&G
Media Accounting Services (MeDAS)
National Australia Bank
Pearl Assurance
Westpac

“The simulation was the perfect method of introducing a real commercial focus to the management team prior to outsourcing the mortgage processing function”

Operations Director, Australian bank



If you see the need to improve the performance of your service operation, AOM International will help turn this vision into reality – fast. Contact us today:

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