



# Managing Operations in a Manufacturing and Service Organization to Enhance Net Income

October 4-5, 2021

Programme Co-ordinator: Prof. Hitesh Bhatt

## About the Programme

Operations Management (OM) transforms different resources into goods or services of value. These resources are usually materials, labour, capital, knowledge, information, etc. It is often a source of competitiveness and success for firms. In this programme, one will learn decision making frameworks and techniques that apply to operations at different organizational levels, from strategic decisions like selecting between in-house production and outsourcing to tactical decisions like choosing between larger order quantities or more frequent orders. The frameworks and techniques that one will learn are applicable in manufacturing and service focused organizations.

## Objectives

One will get an overview of areas of operations such as operations strategy and supply chain management, which can be explored in detail in many cases.

This programme will serve as a foundation for further education toward becoming a specialist in operations areas in strategy, quality management, inventory, and others. At the same time, it is also useful for managers pursuing careers in other business disciplines like marketing, financial accounting, and information systems. This programme will provide a foundation in operations, necessary for making sound business decisions, and serve as preparation for a role in upper echelons of management.

## Benefits of the Programme

Upon completion (successfully) of this programme, a participant will be able to learn:

- ◆ The role of operations management
- ◆ Principles of operations management frameworks and techniques
- ◆ Synthesize information to make strategic operations decisions
- ◆ To evaluate processes on different dimensions
- ◆ To apply analytical techniques for tactical operations decisions
- ◆ To help improve the quality of products and services at lower cost and attain higher net incomes for the organization

## Contents

- ◆ Introduction to Operations Management
- ◆ Designing Processes
- ◆ Designing Services
- ◆ Ensuring Quality
- ◆ Introducing Overall Equipment Effectiveness as a Metric to Improve
- ◆ Forecasting Demand
- ◆ Inventory Management
- ◆ Managing Projects in an Organization

## Pedagogy

Interactive session, case discussion of organizations that have excelled, practice of handling inventories in an organization, simulation game, relevant video clips

## Who Should Attend

Operations management is typically useful across in cross-functional departments of all the manufacturing and service organizations. So, the top leadership consisting of functional managers and their deputies from cross-functional areas could attend this programme. Ideally, a group of officers from procurement, manufacturing, engineering, marketing and sales, accounts and finance, and administration of an organization should do a programme together.

## Programme Fee

This is a 2-day online programme and the programme fee is INR 11,328/- (inclusive of 18% GST) per person. The fee should be paid in advance through NEFT/RTGS.

## Delivery in Virtual Mode

The sessions will be scheduled on an online platform. Participants are required to have access to a personal computer/laptop with stable internet connection and a webcam to access the sessions.

***Deadline for Confirmation of Participation: September 20, 2021***

## Contact Details

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