

# OPERATIONS AND LOGISTICS MANAGEMENT

## OBJECTIVES OF THE PROGRAMME

In essence, at its core, business is about providing a superior product or service. The operations function of the organisation consists of all the activities that produce what the organisation produce. It is the function that creates the value that its customers seek. This short learning programme analyses the processes used to deliver products to the marketplace. Several “world class” firms have demonstrated that effective operational management can be a potent and competitive weapon. This short learning programme addresses the key operations and logistical issues in service and manufacturing operations, which have strategic as well as tactical implications. Both quantitative and qualitative techniques and principles, used by leading organisations, are examined.

## LEARNING OUTCOMES

By the end of the programme, participants should be able to:

- Discuss the fundamental principles of operations and logistics management
- Apply theoretical knowledge coupled with work experience to solve logistics management problems via various scenarios in class
- Evaluate examples for the business environment and determine strategies to optimize operations and logistics

## PROGRAMME OUTLINE

- Defining operations and operations management
- Roles of the operational manager
- The transformation process and operations strategy
- Different types of operations – Operations characteristics
- Internal customers and internal suppliers relationship
- Performance objectives and the internal supplier / customer
- Product design / service design
- Capacity and buffering operations
- The supply network perspective
- Inventory planning and control
- Enterprise Resource Management (ERP) and Materials Requirement Planning (MRP)
- Learn synchronisation and Just-in-Time (JIT)
- Quality and Total Quality Management



### Who Should Apply?

All non-operational and logistical managers and junior to midlevel operations managers with a need to further their careers and has a desire to understand and improve their organisations operational and logistical dimensions to improve profitability and service levels.



### Duration

6 Weeks



### Mode of delivery



**Public intakes:** Online

**In-house intakes:** Online, Face-to-Face or Blended Learning



### Resources

- All resources and study material will be available on the learner management system upon registration of the programme
- Participants need to have access to a laptop or desktop computer and secure internet connection
- All virtual sessions will be presented on the learner management system, unless otherwise communicated



### Endorsement

- After the successful completion of the programme, a participant will receive a certificate issued and endorsed by the UFS
- All short learning programmes can be customised and offered on an in-house basis
- Academic level: 5
- Learning hours: 40



### Enquiries

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