

MBA Program – Module 6: Operations Management

Mini Description: This course explores the principles and practices of operations management, focusing on how organizations can design, manage, and improve their production and service systems to achieve competitive advantage.

Description: Operations Management is the backbone of any business, ensuring that resources are used efficiently to deliver high-quality goods and services. This module introduces learners to the strategic and tactical decisions involved in managing processes, supply chains, quality, and capacity. Students will gain practical insights into optimizing operations, reducing costs, and enhancing customer satisfaction while aligning operational goals with the broader business strategy.

Duration: 40 Hours

Cost: \$850

Course Outline:

Introduction to Operations Management

- Understanding the role of operations in organizations.
- Relationship between operations, marketing, and finance.
- The evolution and strategic importance of operations.

Process Design and Analysis

- Designing efficient workflows and layouts.
- Bottleneck analysis and process improvement techniques.
- Process mapping and Lean principles.

Capacity Planning and Facility Management

- Determining optimal capacity levels.
- Managing facility location and layout for productivity.
- Balancing demand and resource availability.

Supply Chain Management

- Fundamentals of global supply chains.
- Procurement, logistics, and inventory management.
- Supply chain risk management and sustainability.

Quality Management

- Total Quality Management (TQM) and Six Sigma approaches.
- Tools for quality control and continuous improvement.
- ISO standards and organizational excellence.

Operations Strategy and Innovation

- Aligning operational capabilities with business strategy.
- Using technology and data analytics for process innovation.
- Case studies of successful operations transformations.

Learning Outcomes:

- Design and manage efficient operational systems.
- Apply analytical tools to improve process performance.
- Integrate quality and supply chain strategies effectively.
- Develop an operations strategy that supports organizational objectives.