

Improving Profitability through Effective Production and Operations Management

Target Audience General Managers of production operations, Production Managers, Operations Managers, Process Managers, Senior Engineers, Business Analysts and Internal Consultants.

Key Learning Outcomes

- Learn how to analyse, optimise, design and run a production operation, using proven tools and techniques.
- Understand the considerations and techniques that must be assessed when developing, improving and optimising a production operation and how to apply them practically.
- Explore how to reduce waste, cost and increase positive cash flow.
- Discover how to increase turnover and profitability in the production operation.

Course Experience

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Individual and group exercises
- ✓ Case studies
- ✓ Technique application practice
- ✓ Business Problem Solving
- ✓ Personal action planning

Course Outline

DAY 1

Introduction to Production and Operations Management

- The History and Origins of Production and Operations Management
- Basic Objectives
- Alignment of the Management and Workforce
- Management Styles and Approaches
- Outlining a Methodology

Customer Orientation

- Putting the Customer First – serving both internal and external customers
- What Customers Want and How they Choose Suppliers
- Applying Deming and Total Quality Techniques
- Educating the Workforce

Production Management Basics

- Establishing an Effective Plan with Appropriate Measures of Success
- Applying Continuous Improvement to the Operation
- Managing People in a Production Environment
- Observing the Work
- Adherence to Health, Safety and Environmental issues

DAY 2

Facility layout

- Planning for Flow
- Designing the Workplace
- Getting the Ergonomics Right
- Managing Constraints

Machinery and Maintenance

- Choosing the Right Machinery
- Who to Involve and When
- Installation and Start-up
- Managing the Maintenance and Engineering teams
- Key Maintenance Philosophies and Methodologies

JIT, Lean, Synchronous and Other Manufacturing Systems

- How to Orient, Implement, Measure and Maintain
- Autonomation and Poka Yoke
- Toyota Production Systems
- Developing your Manufacturing Culture
- Visual Factories, 5S, Kaizen and other Manufacturing Techniques
- Purchasing, Inventories, Buffers and WIP

DAY 3

Quality Management

- What is Quality Management?
- Understanding Systems, Statistics and Conformance
- Applying Standards and Best Practices

Forecasting, Planning and Scheduling

- Creating and Maintaining a Plan
- Managing Inventory, Stock Levels and Flow
- Advanced Planning Techniques

Basics of Finance

- Basic Accounting Explained
- Making Cost Reduction Everyone's Job
- Making Financial Justifications

The Road Ahead

- Summary of Key Techniques
- Personal Action Planning

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 6

Maximum: 12

Minimum: 2