ACQUIRE OR HONE YOUR MANAGEMENT SKILLS TO IMPROVE THE EFFICIENCY AND EFFECTIVENESS OF THE PROCESSES USED IN THE PRODUCTION OF SERVICES OR GOODS

Entry requirements

The learner must:

- Be competent in the use of electronic media for communications and for performing calculations
- Have a Higher Certificate in Operations Management or equivalent qualification at NQF 5
  Or
- Apply for access through RPL

Certification

Learners who successfully complete the programme will be awarded an Advanced Certificate in Operations Management from PMI.

Who will benefit from this programme?

This qualification is designed for junior or middle management who want a holistic and advanced understanding of the operations function and how, when effectively and efficiently managed, it can positively impact on an organisation's performance and profitability objectives.

Current or aspiring general, line, logistics, operations, production, or project managers, business owners and entrepreneurs will benefit from the skills learnt in completing this programme.

Duration

The Advanced Certificate in Operations Management must be completed in a minimum of 1 year or a maximum of four years.

Accreditation

The programme is accredited by the Council on Higher Education.

Modules covered

General Management	Quality Management II
• The role of management in the business organisation • Planning as a management task • Organising as a management task • Leading as a management task • Controlling as a management task	• Environmental Management Systems • Quality by design • Products liability • Total Productive Maintenance • Failure Mode and Effect Analysis
Operations Management II	**Human Resource Management**
• How the design of products and services fits into the overall operations model • How the operation forms part of a large and interconnected network and how this affects location and overall capacity • Process technologies and the advantages and constraints that these may have for the operation • The way that queuing systems behave through the simple use of queuing formulae • Project planning and control and its importance	• Human resource management tasks and functions • Job design and analysis • Recruitment and selection • Employee orientation and motivation • Performance management and appraisal • Training and development • Union-management relationship, employee discipline and dismissal
Logistics Activities	**Financial Management**
• The role of logistics in supply chain management • The importance of customer accommodation and its implications • Packaging designs that facilitate standard configurations. Understand basic materials handling systems in the context of receiving materials, conveyancing materials to line side and finished goods. • Various warehousing ownership arrangements available, handling and storage principles and warehouse decision criteria • Transportation structures, modal classifications, transport functionality and transport service • Entry level inventory control theory	• Financial management terms, goals, principles, the functions of the financial manager, the operations environment of the business and the agency problem • Ratio analysis • Financial statements • Financial planning • The time value of money • The sources of finance for a business • Risk and return
Business Statistics	
• Algebraic Expressions, Equations and Inequalities • Fundamental Probability • Location and Transport Feasibility Methods • Basic Capacity and Line Balancing • Forecasting Techniques • Regression Analysis Techniques • Linear Programming using both graphical and simplex methods to solve problems	

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