



## LEARN TO EFFECTIVELY MANAGE AND TAKE RESPONSIBILITY FOR THE PROCESSES AND PRACTICES THAT CONTRIBUTE TO THE PRODUCTION OF GOODS AND SERVICES

### Entry requirements

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The learner must:

- Have a national senior certificate with a minimum of 30% in English
  - Be competent in Mathematics/Mathematical Literacy at NQF Level 4
- Or
- Have a NC(V) with Higher Certificate admission at Level 4 with a minimum of 40% in English on either First Additional Language or Home Language level, a minimum of 30% in Maths or Maths Literacy, a minimum of 40% in Life Orientation and a minimum of 50% in four vocational subjects
  - Be familiar with a manufacturing/operations environment either through his/her employment in such an environment or through successful completion of an appropriate qualification at NQF Level 4

### Certification

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

### Who will benefit from this programme?

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This qualification is designed for junior management who want a holistic understanding of the activities within an organisation that contribute to the effective production of goods and services.

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

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

### Accreditation

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The programme is accredited by the Council on Higher Education.

## Modules covered

<p><b>Operations Management I</b></p> <ul style="list-style-type: none"> <li>• The Operations Management function</li> <li>• How Operations Performance can affect the business</li> <li>• Work Study</li> <li>• Lean Synchronisation</li> <li>• Layout and Design</li> <li>• Planning and Control in Operations</li> <li>• Capacity and its determinants</li> </ul>	<p><b>Quality Management I</b></p> <ul style="list-style-type: none"> <li>• The Quality Management approach</li> <li>• Ethics and values within the Quality Management approach</li> <li>• Current Quality Management Systems (QMS) and their implementation</li> <li>• Continuous Process Improvement</li> <li>• Quality Management tools</li> <li>• Statistical Process Control (SPC) and Techniques</li> </ul>
<p><b>Purchasing and Inventory Management</b></p> <ul style="list-style-type: none"> <li>• The nature of the Purchasing function</li> <li>• Planning, organisation, coordinating and control within the Purchasing function</li> <li>• The characteristics and selection of a good Supplier</li> <li>• How purchasing prices are determined and controlled</li> <li>• The role and importance of Inventory Planning and Control</li> <li>• The role of negotiation in Purchasing Management</li> </ul>	<p><b>Applied Mathematics I</b></p> <ul style="list-style-type: none"> <li>• Algebraic Expressions and the Number System</li> <li>• Equations and Inequalities</li> <li>• The Cartesian Plane, Gradients and basic functions</li> <li>• Plot and interpret basic functions</li> <li>• Percentages, Ratios and Proportions</li> <li>• Mathematical models</li> <li>• Probability</li> <li>• Fundamental Business Statistics</li> </ul>
<p><b>Business Management and Entrepreneurship</b></p> <ul style="list-style-type: none"> <li>• The role of the business organisation within the context of the business world</li> <li>• How to identify and develop a good business idea and determine its viability</li> <li>• How a business is established</li> <li>• The role of Management</li> <li>• The legal environment in which a business operates</li> <li>• The role of the finance function in business</li> <li>• Draft a basic business plan</li> </ul>	<p><b>Fundamentals of Project Management</b></p> <ul style="list-style-type: none"> <li>• Definition of Project Management</li> <li>• The types of Management</li> <li>• The role of the Project Manager</li> <li>• Project Leadership and Entrepreneurship</li> <li>• Project Teams</li> <li>• The Project Management Process</li> <li>• The Project Plan</li> </ul>
<p><b>Elective 1 - Logistics Management I</b></p> <ul style="list-style-type: none"> <li>• Supply Chain Logistics Management</li> <li>• Supply Chain Logistics Operations</li> <li>• Supply Chain Logistics Design</li> <li>• Supply Chain Logistics Administration</li> </ul>	<p><b>Elective 2 – Integrated Application Project 1</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the ability to conceptualise a research project</li> <li>• Demonstrate the ability to carry out a simple research project</li> </ul>
<p><b>Elective 3 – Warehouse Management</b></p> <ul style="list-style-type: none"> <li>• Understand the nature and importance of Warehousing</li> <li>• The types of Warehouse Facilities</li> <li>• The primary functions of Warehousing</li> <li>• Public versus private warehousing</li> <li>• Warehouse facility development</li> <li>• International Warehousing Issues</li> </ul>	<p><b>Elective 4 – Business Communication</b></p> <ul style="list-style-type: none"> <li>• Elements of the communication process</li> <li>• Channels of communication</li> <li>• Cross-cultural communication</li> <li>• Write a precis</li> <li>• Simple graphic illustrations</li> <li>• Evaluate a situation and prepare an accurate report</li> <li>• Business letters and business e-mails</li> </ul>