



LEARN TO EFFECTIVELY MANAGE BUSINESS RESOURCES BY MASTERING THE DUTIES, DECISION-MAKING AND RESPONSIBILITIES OF OPERATIONS MANAGEMENT

Entry requirements

The learner must:

- Have NQF Level 3 Literacy and Numeracy as assessed in terms of PMI's policy on Admissions to Study OR
- Apply for recognition of prior learning in accordance with PMI's RPL policy.

Certification

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

Who will benefit from this programme?

Aspiring or current managers who want to learn how to develop and manage innovative solutions that optimise business's processes and systems to efficiently and effectively deliver products or services.

Duration

PMI's Operations Management Development Programme (OMDP) must be completed in a minimum of 1 year or a maximum of 4 years.

Accreditation

The PMI Operations Management Development Programme (OMDP) is a foundational learning programme, designed as a structured learning intervention. This programme therefore carries no external accreditation.

Modules covered

Mathematical Skills is a compulsory module plus 6 additional modules

First Line Management	Total Quality Skills
<ul style="list-style-type: none"> • Management defined • Management skills • Workplace components and resources • The role and functions of a First Line Manager • The importance of planning and organising for the First Line Manager • Delegation, authority and power • Leadership and motivation • Communication – interpersonal and organisational • The importance of control • Identifying, building and coordinating workplace synergy • How to become an effective First Line Manager 	<ul style="list-style-type: none"> • The need for Total Quality Management • Total Quality Management philosophies • Why it is important to know what quality costs? • Quality audits and the role played by the auditor • Why an organisation should have a mission statement? • Service as a competitive weapon • The Decision Making process • Performance Appraisal and effective implementation • Teamwork and its relationship to Total Quality Management • Traditional and future quality control tools • Introduction to Statistical Quality Control and Process Improvement methodology
Mathematical Skills	Logistics Skills
<ul style="list-style-type: none"> • The basic rules of mathematics • Fractions • Measurements of perimeters and areas • The theorem of Pythagoras • Products and factorisation • Algebraic fractions and equations • Solving word problems • The Cartesian Coordinate System 	<ul style="list-style-type: none"> • The Logistics Supply Chain • Principles of Logistics Management • The role of Purchasing • Inventory management defined • Storage and warehousing • Materials handling and storage • Transport and distribution • Layout and construction of buildings and storage areas • Information and information systems • Stores accounting • Safety, security and housekeeping
Business Skills	Production Skills
<ul style="list-style-type: none"> • Introduction to Business Management • The role of the finance function in business • Measurement of business performance • Essentials of the income statement • Introduction to the balance sheet • Difference between the income statement and cash flow • Introduction to budgeting and cost control 	<ul style="list-style-type: none"> • Viewing the production environment in terms of structures and functions required for production • Producing and procuring production information • Administering functions within production • Interactive processes in production • Evaluating and maintaining production performance

Productivity and Work Study	Human Resource Management Skills
<ul style="list-style-type: none"> • The job, job design and labour specialisation • Productivity measurement and competitiveness • The work environment (5 S's, noise, illumination, temperature and human factor engineering) • Introduction to work study and techniques • Method study and operational analysis • Ergonomics and the work environment • Work measurement, including time study and work sampling 	<ul style="list-style-type: none"> • Introduction to management • Human Resource Management defined • The provision of human resources, including human resources planning, recruitment, selection, • placement and induction within the purchasing function • Human Resources maintenance and evaluation • Human Resources development and motivation
Quality Tools and Concepts	Statistical Quality and Process Control
<ul style="list-style-type: none"> • The importance of quality and the need to go beyond the status quo • Charting a process • Pinpointing critical areas for quality improvement • The causes of poor quality • How to determine defects • Collection of data on quantity and type of defect • Theories regarding cause and effect relationships • How to test changes over a period of time • Reduce the cost of poor quality and improve the effectiveness of quality expenditure • The importance of statistical process control 	<ul style="list-style-type: none"> • Introduction to Total Quality Management (TQM) and basic quality tools • Basic statistical concepts • Sampling and reliability of data • Quality and Process Control charts • Process capability studies • Analysis and reporting of results • Quality and process improvement
Handling Discipline	Introduction to Information Technology
<ul style="list-style-type: none"> • Rights of the employee and the employer • Legal principles • The law of unfair dismissal • Disciplinary codes, the process and approaches • The difference between Misconduct and Poor Performance • Types of Misconduct • The Grievance procedure • Investigation of an allegation • The role players in the disciplinary process • The Disciplinary hearing and Appeal procedure 	<ul style="list-style-type: none"> • How to understand the computer and get started • Applying the various settings and how to use basic MS Office functions

Production Planning and Control

- Overview of the production functions and terms such as Bill of Material, Process plans and Works instructions
- Demand, forecasting and order processing
- Capacity, bottlenecks and capacity planning
- The master production schedule, i.e. MRP
- Calculating capacity and balance load with capacity
- Scheduling and shop floor control
- Scheduling of flow processing systems
- Work order shop floor control

Project Management Skills

- Introduction to Project Management
- The Project Life Cycle
- Conducting a Feasibility Study
- Project Scope Management
- Gantt Charts
- The KISS Principle

Integrated Application Project

- Decision making criteria
- Define and formulate a problem
- Techniques for determining the root cause of a problem
- SWOT analysis
- Planning a course of action
- Evaluation of the success of the solution

Study Skills

- The components of a learning strategy
- Use of libraries and other resources
- Writing skills - Academic Conventions
- An introduction to referencing
- Note-taking
- Management of a research project