

# Operations Management

<b>Overview</b>	<p>This programme is aimed at Managers and Supervisors who have responsibility for operational activities which impact customer service.</p> <p>High level aims are to :</p> <ul style="list-style-type: none"><li>• Improve processes to enhance operational excellence so that customers receive a high quality of service.</li><li>• Avoid reputational risk from failure in operational excellence.</li><li>• Provide delegates with a grounding in operational best practice drawn from the external business environment.</li></ul> <p>Interactive content with strong focus on delegate contribution and practical application.</p>
<b>Content</b>	<p>The Operations model and the five operations objectives Process and Job design and improvement Continuous Improvement Planning and managing capacity Service Quality – External and Internal Performance Measurement Review and Commitments</p> <p>Activities cover : Pre and post course delegate activity</p>
<b>Duration</b>	2 Days (Delivered in modules if required)
<b>Location</b>	Flexible



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