MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

CERTIFICATE IN OPERATIONS MANAGEMENT

""Mastering Core Operational Skills to Improve Efficiency, Quality, and Strategic Execution""

Schedule

Date	Venue	Fees (Face-to-Face)
09 – 13 Nov 2026	Dubai – UAE	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Operations Management is at the heart of every successful organization—transforming resources into goods and services efficiently and effectively. With rising customer expectations, global competition, and rapid technological change, operations professionals must be equipped with the skills to lead process improvement, quality control, and value creation.

This intensive 5-day certification course provides professionals with practical tools and strategies to design, manage, and optimize operations. Covering supply chain integration, quality systems, lean methodologies, and performance measurement, the course empowers participants to drive operational excellence and align operations with strategic goals.

Objectives

By the end of this course, participants will be able to:

- Understand the key functions and scope of modern operations management
- Apply tools for process analysis, quality control, and continuous improvement
- Integrate supply chain and logistics with operational planning
- Use KPIs and analytics for operations performance monitoring
- Implement lean and agile principles for operational efficiency

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Why Attend

- Develop end-to-end visibility of business operations
- Reduce waste, increase productivity, and improve customer satisfaction
- Gain internationally recognized tools and frameworks used in top organizations
- Enhance collaboration across production, quality, procurement, and logistics
- Build a solid foundation for leadership roles in operations and supply chain

Target Audience

This program is designed for:

- Operations and Production Managers
- Supply Chain and Logistics Professionals
- Industrial Engineers and Business Analysts
- Process Improvement and Quality Specialists
- Anyone aspiring to build or expand their operations management expertise

Individual Benefits

Key competencies that will be developed include:

- Process design and operations strategy formulation
- Lean management, Six Sigma, and quality assurance methods
- Supply chain coordination and demand planning
- Inventory, scheduling, and capacity management
- Performance monitoring using operations KPIs and dashboards

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved process efficiency and resource utilization
- Better alignment of operations with strategic and financial goals
- Enhanced product and service quality standards
- Optimized inventory and supply chain responsiveness
- Operational agility to adapt to market demands and disruptions

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Core principles of operations management
- Case Studies – Global best practices and real-life performance turnarounds
- Workshops – Capacity planning, value stream mapping, KPI analysis
- Peer Exchange – Sector-specific challenges and continuous improvement insights
- Tools – SOP templates, scorecards, lean toolkits, and process maps

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Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Operations Management

- Module 1: Introduction to Operations Strategy (07:30 – 09:30) • Operations as a competitive advantage; strategic alignment
- Module 2: Process Types and Design (09:45 – 11:15) • Job shops, batch, line, and continuous flow processes
- Module 3: Capacity Planning and Facility Layout (11:30 – 01:00) • Forecasting, bottlenecks, and long-term capacity decisions
- Module 4: Workshop – Process Mapping and Waste Identification (02:00 – 03:30) • Value stream mapping and identifying inefficiencies

Day 2: Quality Management and Continuous Improvement

- Module 5: Principles of Quality Control (07:30 – 09:30) • QC tools, ISO standards, and cost of poor quality
- Module 6: Six Sigma and Root Cause Analysis (09:45 – 11:15) • DMAIC framework and problem-solving techniques
- Module 7: Lean Operations and Kaizen (11:30 – 01:00) • Muda elimination, 5S, and continuous improvement loops
- Module 8: Workshop – Root Cause and Improvement Plan (02:00 – 03:30) • Applying fishbone diagrams and 5 Whys

Day 3: Supply Chain and Inventory Management

- Module 9: Supply Chain Structure and Strategy (07:30 – 09:30) • Global sourcing, logistics, and supply network configuration
- Module 10: Inventory Management Techniques (09:45 – 11:15) • EOQ, ABC analysis, JIT, and safety stock
- Module 11: Procurement and Supplier Coordination (11:30 – 01:00) • Vendor rating, contract management, and lead time control
- Module 12: Workshop – Inventory Optimization Simulation (02:00 – 03:30) • Using demand and supply variability for decision-making

Day 4: Scheduling, Planning, and Automation

- Module 13: Production Planning and Control (07:30 – 09:30) • MRP, ERP systems, Gantt charts, and scheduling techniques
- Module 14: Demand Forecasting and Sales-Operations Planning (09:45 – 11:15) • Time-series, causal, and collaborative forecasting
- Module 15: Automation and Digital Tools in Operations (11:30 – 01:00) • IoT, MES, AI-driven optimization, and dashboards
- Module 16: Workshop – S&OP Planning Exercise (02:00 – 03:30) • Creating a synchronized operations plan

Day 5: Performance Measurement and Operational Excellence

- Module 17: Operations KPIs and Scorecards (07:30 – 09:30) • OTIF, OEE, cycle time, and balanced scorecards
- Module 18: Benchmarking and Performance Improvement (09:45 – 11:15) • GAP analysis, benchmarking tools, and global standards
- Module 19: Change Management and Sustaining Results (11:30 – 01:00) • Stakeholder alignment, communication, and implementation planning
- Module 20: Final Workshop – Operations Excellence Roadmap (02:00 – 03:30) • Group presentation of improvement initiatives and lessons learned

Certification

Participants will receive a Certificate of Completion in Operations Management, certifying their ability to manage, optimize, and innovate core operational functions in alignment with organizational goals.

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Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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