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

"Optimize Resources, Streamline Processes, and Drive Organizational Excellence."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

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

Introduction

Operations Management lies at the heart of every successful organization. It ensures that products and services are delivered efficiently, resources are utilized optimally, and customer expectations are consistently met. The Certificate in Operations Management program provides participants with the essential knowledge, tools, and techniques to design, manage, and improve operational systems for maximum efficiency and productivity.

This course covers key operational concepts such as process design, capacity planning, quality management, supply chain coordination, and performance measurement. Through a blend of theoretical learning and practical application, participants will gain the skills to identify inefficiencies, implement improvement strategies, and align operations with strategic business goals.

Objectives

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

- Understand the core principles and scope of operations management.
- Analyze and optimize operational processes and workflows.
- Plan and manage resources for efficient production and service delivery.
- Apply process improvement methodologies like Lean and Six Sigma.
- Implement effective quality control and assurance systems.
- Manage supply chains and logistics for seamless coordination.
- Use key performance indicators (KPIs) for operational excellence.
- Align operational strategies with overall business objectives.

MAWA EVENTS

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

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

Why Attend

Efficient operations are critical for competitive advantage. This course equips professionals with the tools to enhance productivity, reduce costs, and improve service quality. Whether you manage manufacturing, services, logistics, or project operations, this training will strengthen your ability to make data-driven decisions and lead process improvements. Participants will leave with a comprehensive understanding of how to transform operational challenges into opportunities for sustainable growth and profitability.

Target Audience

This course is ideal for:

- Operations and Production Managers
- Supply Chain and Logistics Professionals
- Project and Process Managers
- Quality and Performance Improvement Specialists
- Supervisors and Team Leaders
- Business Owners and Entrepreneurs
- Professionals involved in manufacturing, services, or administrative operations

Individual Benefits

- Develop a strong understanding of operational systems and processes.
- Enhance analytical, problem-solving, and decision-making skills.
- Learn to apply Lean and continuous improvement techniques.
- Improve your ability to manage teams, resources, and workflows.
- Gain practical knowledge applicable across industries.
- Earn a professional certification that enhances career advancement opportunities.

Organizational Benefits

- Streamline operations and improve resource utilization.
- Reduce waste and increase productivity.
- Enhance product and service quality.
- Strengthen coordination between departments and supply chains.
- Promote a culture of efficiency and continuous improvement.
- Support strategic objectives through optimized operational performance.

Instructional Methodology

The program uses a practical, results-oriented learning approach through:

- Instructor-led interactive sessions
- Case studies and real-world operational simulations
- Group discussions and problem-solving workshops
- Process analysis and performance improvement exercises
- Continuous assessments and feedback
- Development of an actionable operations improvement plan

MAWA EVENTS

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

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

Course Outline

Module 1: Introduction to Operations Management and Its Strategic Role

Module 2: Process Design, Analysis, and Improvement

Module 3: Capacity Planning and Resource Optimization

Module 4: Supply Chain and Logistics Management

Module 5: Quality Management and Continuous Improvement

Module 6: Inventory and Production Planning Techniques

Module 7: Lean Management and Waste Reduction Principles

Module 8: Performance Measurement and Key Operational Metrics

Module 9: Technology, Automation, and Operations Innovation

Module 10: Capstone Project – Designing an Efficient Operations Strategy

Certification

Upon successful completion, participants will receive a Certificate in Operations Management, recognizing their ability to design, manage, and improve operational systems to achieve excellence in efficiency, productivity, and organizational performance.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

Follow us: **Facebook** **Twitter** **YouTube** **LinkedIn** **Instagram**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.