

Operations Management and Development: Optimize Business

2026 000000 30 - 26
Barcelona (Spain)

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The Program Flow

Day 1: Foundations of Operations Management

- Understand the purpose and scope of operations management.
- Explore the strategic role of operations in organizations.
- Analyze business processes and operational workflows.
- Apply process design principles to improve efficiency.
- Use value stream mapping to identify waste, delays, and improvement opportunities.

Day 2: Quality Management and Control

- Understand Total Quality Management principles.
- Explore Six Sigma methodology and its role in reducing variation and defects.
- Apply statistical process control concepts.
- Use quality improvement tools and techniques.
- Build practical approaches for improving consistency, reliability, and customer satisfaction.

Day 3: Capacity Planning and Resource Management

- Conduct capacity analysis and planning.
- Apply demand forecasting to support operational decisions.
- Allocate resources based on workload, demand, and business priorities.
- Identify bottlenecks and constraints in operational systems.
- Develop strategies to improve throughput and resource utilization.

Day 4: Supply Chain and Inventory Management

- Understand supply chain design and optimization principles.
- Apply inventory control systems to balance availability and cost.
- Explore Just-in-Time and lean approaches.
- Improve supplier relationship management.
- Identify strategies to reduce waste, delays, inventory costs, and supply chain risks.

Day 5: Continuous Improvement and Innovation

- Apply Kaizen and continuous improvement methodologies.
- Encourage innovation in operations management.
- Explore technology integration in operational processes.
- Apply change management practices for operational improvement.
- Develop action plans for achieving operational excellence.

A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn behind it. The board is white and grey checkered. In the background, there are concentric circles emanating from the king piece.

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Individual Impact

- Build confidence in analyzing and improving operational processes.
- Strengthen skills in quality management, process optimization, and resource planning.
- Improve ability to identify bottlenecks, inefficiencies, and waste.
- Gain practical tools for capacity planning and supply chain improvement.
- Develop stronger decision-making capability in operational environments.

Work Impact

- Improve productivity, quality, and operational efficiency.
- Reduce waste, delays, defects, and unnecessary costs.
- Strengthen capacity planning and resource utilization.
- Improve supply chain performance and inventory control.
- Support a culture of continuous improvement and operational excellence.

Training Methodology

This program combines operations management concepts with practical workplace application through:

- Process analysis and value stream mapping exercises.
- Quality improvement and Six Sigma case studies.
- Statistical process control and performance measurement activities.
- Capacity planning and bottleneck management workshops.
- Supply chain and inventory control scenarios.
- Continuous improvement, innovation, and change management exercises.

Beyond the Course

Upon completion, participants will be able to:

- Analyze and optimize business processes for improved efficiency.
- Implement quality management and control techniques.
- Improve capacity planning and resource utilization.
- Strengthen supply chain and inventory management practices.
- Apply continuous improvement methods in daily operations.
- Support operational excellence through better process, quality, and performance management.

A graphic of a chessboard with several pawns. In the foreground, a large gold king piece stands prominently. Behind it, several smaller pawns in silver and gold are positioned on the board. The background features concentric circles, suggesting a strategic or operational focus.

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