Advanced Operations Design & Management Training Course

2027 □□□□□ 22 – 18
Milan (Italy)

UK Traininig
PARTNER



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Ref: 2022569_202418 Location: Milan (Italy) Fees: 5200 GBP

Why This Course

Operations design and management are essential for organizations that want to improve efficiency, quality, productivity, customer satisfaction, and business performance. Strong operations management helps leaders design better processes, control resources, reduce waste, improve supply chains, and align daily operations with strategic goals.

This intensive 1-week Operations Design and Management Training program equips participants with practical skills to analyze, design, optimize, and manage operations effectively. The course covers operations strategy, process design, capacity planning, facility layout, quality management, statistical process control, Six Sigma, supply chain optimization, inventory management, demand forecasting, production planning, MRP, JIT, lean manufacturing, performance measurement, benchmarking, sustainability, and technology in operations. Through case studies and hands-on exercises, participants will learn how to improve operational performance in real-world environments.

What You'll Learn and Practice

By joining this program, you will:

- Master key operations management concepts and strategies.
- Understand how operations create competitive advantage.
- Analyze and design operational processes.
- Apply capacity planning and facility layout principles.
- Implement quality management and control techniques.
- Use Total Quality Management, Six Sigma, and statistical process control concepts.
- Apply continuous improvement methods.
- Optimize supply chain design and performance.
- Manage inventory, logistics, distribution, and demand forecasting.
- Apply production planning and scheduling techniques.
- Understand Materials Requirements Planning.
- Use Just-In-Time and lean manufacturing practices.
- Align operations with business strategy.
- Apply performance measurement, benchmarking, sustainability, and ethical considerations.



The Program Flow

Day 1: Foundations of Operations Management

- Understand the role of operations management in organizational performance.
- Explore operations strategy and competitive advantage.
- Analyze and design processes for better efficiency.
- Apply capacity planning concepts.
- Understand facility layout decisions and their effect on workflow and productivity.

Day 2: Quality Management and Control

- Apply Total Quality Management principles.
- Use statistical process control to monitor process performance.
- Understand Six Sigma methodology and its role in reducing variation.
- Apply continuous improvement techniques.
- Identify quality issues and develop practical improvement actions.

Day 3: Supply Chain Management

- Understand supply chain design and optimization.
- Apply inventory management strategies.
- Use demand forecasting techniques to support planning.
- Manage logistics and distribution activities.
- Identify opportunities to reduce supply chain costs and improve reliability.

Day 4: Operations Planning and Control

- Apply production planning and scheduling techniques.
- Understand Materials Requirements Planning and its operational value.
- Apply Just-In-Time and lean manufacturing principles.
- Reduce waste and improve operational flow.
- Use project management practices in operations environments.

Day 5: Strategic Operations Management

- Align operations with overall business strategy.
- Explore technology and innovation in operations.
- Apply performance measurement and benchmarking techniques.
- Understand sustainability and ethical considerations in operations.
- Develop practical strategies for long-term operational improvement.



Individual Impact

- Build confidence in analyzing and improving operational systems.
- Strengthen process design, quality control, and supply chain management skills.
- Improve ability to connect operational decisions with business strategy.
- Gain practical tools for production planning, inventory control, and performance measurement.
- Develop stronger problem-solving capability in operations environments.

Work Impact

- Improve operational efficiency, productivity, and quality.
- Reduce waste, delays, defects, and unnecessary costs.
- Strengthen supply chain reliability and inventory performance.
- Improve alignment between operations and organizational goals.
- Support better decision-making through performance measurement and benchmarking.

Training Methodology

This program combines operations management concepts with practical application through:

- Process analysis and design exercises.
- Capacity planning and facility layout case studies.
- Quality control, SPC, Six Sigma, and continuous improvement activities.
- Supply chain, inventory, forecasting, and logistics workshops.
- Production planning, MRP, JIT, and lean manufacturing scenarios.
- Strategy alignment, benchmarking, and sustainability discussions.

Beyond the Course

Upon completion, participants will be able to:

- Optimize operational processes for greater efficiency.
- Implement effective quality control measures.
- Streamline supply chain operations.
- Improve production planning and resource use.
- Align operations with business goals.
- Apply continuous improvement practices to support long-term operational excellence.

