

Course No. 1309

Managing Business Operations Training Course

**BUSINESS MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

LOCATION

Kuala Lumpur, Malaysia

DELIVERY

Classroom

DATES

12 – 16 Oct 2026



Scheduled Event Details

CITY	Kuala Lumpur, Malaysia
DATE	12 – 16 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€4,400

Course Overview

The Managing Business Operations Training Course is designed to equip managers, supervisors, specialists, and professionals with a comprehensive understanding of how to plan, coordinate, control, and improve the daily operations that support organizational objectives. The course focuses on translating business strategy into effective operational performance through disciplined management of people, resources, workflows, quality, costs, risks, and service levels.

Effective business operations management is essential for organizations operating in complex, highly regulated, or performance-driven environments. Operational inefficiencies can lead to delays, resource waste, inconsistent service quality, increased costs, weak coordination, and avoidable risks. This course provides participants with practical approaches for identifying operational challenges, improving workflows, allocating resources effectively, and making informed decisions that strengthen efficiency and organizational performance.

The program covers key areas of business operations management, including operational planning, resource management, workflow coordination, performance measurement, productivity improvement, quality management, operational risk management, problem-solving, team management, and continuous improvement. Participants will learn how to connect operational activities with financial results, customer expectations, organizational priorities, and long-term strategic objectives.

The Managing Business Operations Training Course is particularly relevant to government entities, ministries, public sector organizations, banks, financial institutions, oil and gas organizations, and large corporations where operational effectiveness directly influences service delivery and organizational results. By strengthening operational management capabilities, organizations can improve accountability, coordination, productivity, resource utilization, and the ability to respond effectively to changing business requirements.

Objectives

- Analyze the fundamental principles of business operations management and evaluate their contribution to organizational performance during the course.
- Develop practical operational plans that connect strategic objectives with activities, resources, responsibilities, timelines, and expected results.
- Evaluate existing operational workflows to identify bottlenecks, delays, duplication, resource constraints, and sources of inefficiency.
- Apply practical resource management techniques to allocate people, budgets, equipment, systems, and time according to operational priorities.
- Improve workflow coordination across departments and organizational units by clarifying responsibilities, dependencies, handoffs, and service requirements.
- Assess operational performance using relevant indicators covering productivity, efficiency, quality, cost, cycle time, and service levels.
- Design practical approaches for improving operational efficiency and service quality while maintaining appropriate governance and control requirements.
- Apply structured problem-solving techniques to identify root causes of operational issues and develop practical corrective actions.
- Strengthen operational risk management by identifying potential risks, evaluating their impact, and developing appropriate preventive and response measures.
- Improve team coordination, accountability, communication, and performance within operational environments.
- Develop continuous improvement initiatives that connect operational performance with customer satisfaction, cost efficiency, quality, and organizational objectives.

Who Should Attend

The Managing Business Operations Training Course is designed for managers, supervisors, department heads, team leaders, and professionals responsible for managing or supporting day-to-day business operations. It is particularly suitable for Operations Managers, Operations Supervisors, Service Managers, Branch Managers, Business Operations Specialists, Performance Management Specialists, Process Improvement Professionals, Quality Specialists, Business Analysts, and professionals responsible for operational coordination and performance.

The course is also relevant to professionals working in banking and financial services, government

operations, oil and gas, engineering, maintenance, procurement, supply chain, human resources, information technology, customer service, shared services, administration, and corporate support functions. It is suitable for professionals who manage resources, coordinate workflows, monitor operational performance, implement improvement initiatives, or contribute to operational decision-making.

Executives, department heads, and organizational decision makers can benefit from the program by developing a stronger understanding of the factors that influence operational performance and by strengthening the connection between daily operations, financial outcomes, customer expectations, risk management, and strategic objectives. The course is also appropriate for organizations seeking to strengthen operational leadership and establish a culture of performance, accountability, efficiency, and continuous improvement.

Learning Outcomes

- Explain the fundamental principles of business operations management and their relationship to organizational strategy and performance.
- Develop an operational plan that connects objectives, activities, resources, responsibilities, performance indicators, and expected outcomes.
- Analyze daily business operations to identify bottlenecks, delays, duplication, inefficiencies, and workflow constraints.
- Apply effective resource allocation techniques to improve the use of people, time, equipment, budgets, and operational resources.
- Use operational performance indicators to monitor productivity, efficiency, quality, cost, cycle time, and service levels.
- Analyze operational problems using structured techniques and identify root causes rather than addressing symptoms alone.
- Develop practical measures for improving workflows, reducing delays, and strengthening coordination between departments.
- Assess operational risks and determine appropriate actions to reduce their potential impact on business continuity and performance.
- Apply quality management and continuous improvement principles to daily operational activities.
- Strengthen operational team leadership through effective delegation, accountability, communication, coordination, and performance follow-up.

- Evaluate the impact of operational decisions on costs, quality, customers, employees, risks, and organizational objectives.
- Develop a practical operational improvement plan with defined priorities, actions, responsibilities, performance measures, and follow-up mechanisms.

Course Outline

DAY 01

Business Operations Management Fundamentals and Strategic Alignment

- Understanding business operations management and its role in organizational performance
- The relationship between business strategy and operational execution
- Core functions and responsibilities of operations management
- Establishing operational objectives and priorities
- Developing effective operational plans
- Understanding core, supporting, and service-related business operations
- Defining operational roles, responsibilities, and accountability
- Balancing quality, cost, time, productivity, and service levels
- Understanding customer and stakeholder requirements
- Key factors influencing operational efficiency and effectiveness

PRACTICAL APPLICATION

Analyze a business operation and define its objectives, resources, responsibilities, and performance indicators

DAY 02

Operational Planning, Resource Management and Workflow Coordination

- Principles of effective operational planning
- Identifying operational requirements and resource needs
- Workforce planning and allocation of responsibilities

DAY 02 — CONTINUED

- Managing operational budgets and financial resources
- Managing equipment, systems, facilities, and supporting resources
- Capacity planning and responding to changing demand
- Workflow management and identifying operational dependencies
- Coordinating activities across departments and organizational units
- Managing competing priorities and operational workloads
- Reducing delays, duplication, and operational bottlenecks
- Improving the use of time and resources to increase productivity

PRACTICAL APPLICATION

Develop an operational plan for a business scenario involving limited resources and competing priorities

DAY 03

Performance Management, Productivity and Operational Quality

- Understanding operational performance and its importance in modern organizations
- Designing effective operational performance indicators
- Measuring productivity, efficiency, and effectiveness
- Measuring time, cost, quality, and service levels
- Comparing actual performance against targets and standards
- Identifying and analyzing operational performance gaps
- Developing operational performance monitoring mechanisms
- Identifying causes of productivity and service quality issues
- Applying quality management principles to operational activities
- Reducing errors, rework, waste, and unnecessary process activities
- Using operational performance information to support management decisions

DAY 03 — CONTINUED

PRACTICAL APPLICATION

Analyze operational performance indicators, identify performance gaps, and develop corrective actions

DAY 04

Problem-Solving, Operational Risk and Continuous Improvement

- Identifying and classifying operational problems according to their nature and impact
- Root cause analysis for operational problems
- Applying cause-and-effect analysis and prioritization techniques
- Distinguishing immediate causes from systemic operational causes
- Designing practical and sustainable operational solutions
- Evaluating alternative solutions before implementation
- Identifying operational risks and their sources
- Assessing risk likelihood and potential impact on operations
- Developing preventive and response measures for operational risks
- Managing operational changes resulting from improvement initiatives
- Building a culture of continuous improvement and operational ownership

PRACTICAL APPLICATION

Analyze a complex operational case and identify root causes, risks, solutions, and an implementation approach

DAY 05

Operational Leadership and Implementation of Improvement Plans

- The role of managers and supervisors in achieving operational excellence
- Leading operational teams and improving collaboration and productivity
- Assigning responsibilities and strengthening accountability

DAY 05 — CONTINUED

- Effective communication within operational teams and across departments
- Managing individual and team performance
- Addressing resistance to change and operational challenges
- Connecting operational performance with financial outcomes and customer satisfaction
- Identifying and prioritizing operational improvement opportunities
- Developing operational improvement initiatives
- Defining responsibilities, resources, timelines, and performance measures
- Establishing monitoring, review, and continuous improvement mechanisms

FINAL WORKSHOP

Develop a comprehensive operational improvement plan covering the current situation, priorities, resources, performance indicators, risks, responsibilities, implementation actions, and follow-up mechanisms.

Register or Request More Information

Course page: <https://quest-training.com/courses/managing-business-operations-training-course>

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