

Course No. 1668

Operations Management & Process Optimization Training Course

**OPERATIONS & PRODUCTION MANAGEMENT
INDUSTRIAL ENGINEERING, MAINTENANCE & OPERATIONS**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Operations Management & Process Optimization Training Course provides a comprehensive and practical framework for improving operational performance through effective process management, resource optimization, performance measurement, and continuous improvement. The program is designed to help managers and professionals understand how operational systems work as an integrated whole and how structured process improvement can contribute to greater efficiency, reliability, quality, and organizational performance.

Effective operations management requires organizations to coordinate people, processes, technology, equipment, materials, information, and financial resources while maintaining consistent service or production outcomes. The course addresses the managerial and analytical capabilities required to manage these interconnected elements, identify operational constraints, improve workflow, and establish stronger control over day-to-day activities.

The program examines key areas of operations management and process optimization, including process analysis, workflow design, capacity management, resource allocation, bottleneck identification, process performance, productivity improvement, quality, operational risk, and continuous improvement. Participants will learn how to assess existing processes, identify inefficiencies, prioritize improvement opportunities, and develop practical solutions that can be implemented within different organizational environments.

A strong focus is placed on performance management and data-driven operational decision-making. Participants will explore how to establish meaningful operational indicators, analyze process performance, identify deviations, evaluate root causes, and use performance information to support corrective and improvement actions. The course also considers the importance of cross-functional coordination and process ownership in sustaining operational improvements.

Through practical exercises, process mapping, case studies, performance analysis, and improvement workshops, participants will develop the ability to evaluate operational systems, redesign inefficient processes, optimize resource utilization, address bottlenecks, and establish sustainable improvement initiatives. The Operations Management & Process Optimization Training Course is suitable for organizations seeking to improve operational efficiency, service delivery, productivity, process reliability, and overall organizational effectiveness.

Objectives

- Analyze the principles of operations management and their relationship to organizational performance and strategic objectives.
- Assess operational processes to identify inefficiencies, bottlenecks, delays, duplication, and non-value-adding activities.
- Apply structured process analysis techniques to evaluate workflow, resource utilization, process dependencies, and operational constraints.
- Develop practical approaches for optimizing processes while maintaining quality, safety, reliability, and service requirements.
- Evaluate operational capacity and resource requirements to improve the allocation and utilization of organizational resources.
- Design improved workflows that support faster execution, clearer responsibilities, and more consistent operational outcomes.
- Apply root cause analysis and structured problem-solving methods to recurring operational performance issues.
- Improve coordination between departments and process owners to strengthen end-to-end operational performance.
- Develop operational performance indicators that measure productivity, efficiency, quality, timeliness, and process reliability.
- Evaluate operational performance data and identify priorities for corrective action and process improvement.
- Implement continuous improvement approaches that support sustainable operational excellence.
- Develop a practical operations and process optimization improvement plan by the end of the course.

Who Should Attend

This training course is designed for operations managers, operations supervisors, process managers, department heads, industrial engineers, process engineers, business process specialists, performance management professionals, quality professionals, and managers responsible for operational efficiency and process improvement.

The program is particularly suitable for professionals working in manufacturing, oil and gas, energy,

engineering, logistics, transportation, utilities, financial services, government entities, and large corporations. It is also relevant to professionals involved in service operations, supply chain management, facilities management, procurement, customer operations, project operations, and organizational performance.

The course will also benefit senior executives, operational decision makers, and cross-functional managers who are responsible for improving productivity, resource utilization, service quality, process reliability, and organizational efficiency. Participants from different departments can use the course methodologies to establish a shared approach to process analysis, performance management, and continuous improvement.

Learning Outcomes

- Explain the core principles of operations management and connect them to organizational performance.
- Analyze operational processes and identify bottlenecks, delays, duplication, inefficiencies, and non-value-adding activities.
- Map and evaluate end-to-end processes to understand workflow, dependencies, responsibilities, and performance constraints.
- Assess capacity and resource utilization and identify opportunities for improving operational efficiency.
- Develop redesigned workflows that improve process speed, clarity, consistency, and reliability.
- Apply structured problem-solving and root cause analysis to recurring operational problems.
- Evaluate operational risks and constraints that may affect process performance and service or production continuity.
- Establish meaningful operational performance indicators for measuring productivity, quality, efficiency, and timeliness.
- Analyze operational data to identify performance gaps and prioritize improvement initiatives.
- Improve cross-functional coordination and establish clearer process ownership and accountability.
- Apply continuous improvement practices to sustain operational performance improvements.
- Develop an actionable operations and process optimization plan aligned with organizational priorities.

Course Outline

DAY 01

Operations Management Foundations & Performance

- Principles and strategic role of operations management
- Relationship between operational strategy, organizational objectives, and performance
- Operating models, process ownership, responsibilities, and cross-functional dependencies
- Productivity, efficiency, effectiveness, quality, and operational reliability

PRACTICAL APPLICATION

Analyze an organizational operating process and identify major performance gaps, dependencies, and improvement priorities

DAY 02

Process Analysis, Mapping & Optimization

- Process identification, classification, and end-to-end process analysis
- Process mapping and workflow visualization
- Identifying bottlenecks, delays, duplication, rework, and non-value-adding activities
- Process redesign and optimization principles

PRACTICAL APPLICATION

Map an existing process, identify critical inefficiencies, and develop an improved process design

DAY 03

Capacity, Resources & Operational Problem-Solving

- Capacity planning and operational resource requirements
- Workforce, equipment, technology, materials, and information resource utilization
- Identifying operational constraints and managing bottlenecks
- Root cause analysis and structured problem-solving techniques

DAY 03 — CONTINUED

PRACTICAL APPLICATION

Analyze an operational performance problem, identify its root causes, and develop a resource and process improvement solution

DAY 04

Operational Performance Management & Continuous Improvement

- Developing operational performance indicators and measurement frameworks
- Monitoring productivity, quality, cost, timeliness, and process reliability
- Performance gap analysis and corrective action management
- Continuous improvement principles and employee involvement

PRACTICAL APPLICATION

Build an operational performance dashboard framework and prioritize improvement initiatives based on performance data

DAY 05

Process Excellence & Operational Improvement Strategy

- Integrating process optimization with operational excellence
- Sustaining process improvements and managing organizational change
- Strengthening process ownership, accountability, and cross-functional coordination
- Developing operational improvement priorities and implementation mechanisms

FINAL WORKSHOP

Develop a comprehensive Operations Management & Process Optimization improvement plan covering process priorities, resource optimization, performance indicators, corrective actions, responsibilities, and implementation stages



Register or Request More Information

Course page: <https://quest-training.com/courses/operations-management-process-optimization-training-course>

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