



OPERATIONS

Operations creates the goods and services of your business and delivers them to the customer.
This perspective will help you optimize and continuously improve.

Learn to develop data driven key deliverables and set goals

Learn fundamentals of improvement methodologies

Learn improvement planning and how to apply Right Tool/ Right Time

Learn how to implement a focused improvement plan

Learn how to evaluate total costs of the supply chain

Learn to:

1. **Develop key deliverables**
Customer focused
2. **Collect and use data to:**
Measure
Monitor
Analyze
3. **Set goals and objectives**
Data driven.

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Learn improvement basics including:

1. **Problem Solving**
2. **Continuous Improvement**
3. **People Involvement**
4. **Systems Thinking**

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Learn improvement systems including:

1. **Theory of Constraints:**
Throughput
2. **Lean:**
Elimination of waste
3. **Quality Management (Six Sigma, TQM ISO 9001):**
Process control
Variation reduction

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Learn how to:

1. **List all potential plans**
2. **Evaluate methods for best fit**
3. **Prioritize plans**
Evaluate leverage vs. implementation
4. **Evaluate sufficiency to meet goals**
5. **Evaluate resources required**

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Learn how to:

1. **Develop improvement plan format**
2. **Develop action plans:**
Establish timing and responsibilities
3. **Establish review process:**
Progress to goals
Red/Yellow/Green
4. **Create Countermeasures:**
Plans off targets

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Learn to:

1. **Evaluate total costs for outsourcing and off shoring**
2. **Include intangible costs:**
Length of supply lines
Timing for inventory
quality feedback
3. **Manage Communications:**
Over time zones
and languages

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