

**Certified by the International Academy of Project Management (IAPM)  
 Recognised as one of the leading professional education  
 and certification providers in the world.**

## Certified Business Operations Professional™



### Course Overview

As survival in the modern industrial environment becomes more important than success and profit the modern demands placed upon the Operational functions of an organisation are increasing dramatically. Business Operations are becoming the 'go to' function when the need for Value-Generation and Total Efficiency become the priority for the organisation. Globalisation, Supply Chain Risk, Financial Uncertainty, Resource Management are all factors affecting the way we conduct our business. This course addresses these issues and drives the need to embrace the modern business climate and understand how we can make an impact.

### By attending this interactive course you will gain:

- Understanding and Implementing Corporate Strategy
- Maximising the Management of your Operations
- Implementing a Culture of Continuous Improvement
- Embracing the Modern Trends in Leadership
- Effective Management of Stakeholders
- Building High Performing Teams
- Efficient Management of Projects
- Developing Efficient Supply Chains
- Making the Most of our Resources

### Who should attend?

**This highly practical and interactive course has been specifically designed for:**

- Non-operational Business Owners / Managing Directors
- Operations Directors
- Operations Managers
- Operations Leads / Supervisors
- Customer Service Heads
- HR Directors
- HR Managers
- PLUS anyone other management stakeholders responsible for the Support of Operational teams



### Benefits of attending this highly interactive 5 day course:

- The ability to use the designation CBOP™ on your business card and resume
- Access to the IAPM network and body of information online
- Access to IAPM journal published online
- Gold embossed CBOP™ Certificate with your name and designation as MIAPM (Member of the International Academy of Project Management)
- The CBOP™ shows that you have completed advanced level Operational Management training! And that you have the skills and experience in managing key business operations on a national, regional and global level
- The CBOP™ certification will be received approximately one month following the close of the workshop.

# Program Content

## **Understanding and implementing Corporate Strategy**

- An overview of Corporate Strategy
- Tools and techniques for Strategic Analysis
- Appraising and selecting the Strategic Options
- Implementing Strategy
- Change Management

## **Maximising the management of your Operations**

- Overview of Operations Management
- The Impact of LEAN
- Achieving Total Productivity
- Understanding Quality

## **Implementing a culture of Continuous Improvement**

- Learning by Doing
- Benchmarking
- KAIZEN
- Principles of 'FIVE S'

## **Embracing the modern trends in Leadership**

- What makes a good Leader
- Leadership versus Management
- Traits of a Great Leader
- Understanding Leadership Styles

## **Effective Management of Stakeholders**

- The importance of Stakeholder Management
- Tools for Stakeholder Mapping
- Communication Planning
- Influencing and Persuasion

## **Building High Performing Teams**

- Principles of Teamwork
- Efficient Team Formation
- Team Charters and Governance
- Getting the best out of your teams

## **Efficient management of Projects**

- Getting the Scope right
- Effective Planning
- Planning Tools
- Risk Management
- Time / Cost / Quality

## **Developing efficient Supply Chains**

- Supply Chain Management
- Supply Chain Mapping
- Understand the principles of Value Chains
- Procurement's role in Operations

## **Resource Management**

- Identifying your Key Resources
- Human Resources
- Training and Development
- Motivation in the Workplace



## **CBOP™ Examination**

\* Only those who successfully complete the examination and participate effectively in the course case studies will receive the Certified business Operations Professional designation CBOP™