

Operations & Quality Management

1. Overview

This programme is designed to equip participants with the knowledge and practical skills required to effectively plan and manage the production and operations functions within a new venture. Participants will gain the ability to design operational layouts, manage production schedules, optimise resources, and implement quality management systems to improve productivity and operational efficiency.

2. Programme Outcomes:

- Design an effective production or operations layout for a new venture
- Apply production and operations scheduling techniques to improve workflow and productivity
- Manage resources efficiently within a new venture environment
- Apply quality management principles and practices within business operations
- Monitor operational performance and identify areas for improvement
- Implement operational strategies that support business growth and sustainability

Qualification:

Certificate of Completion

Duration:

2-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0116

SAQA US:

263434

NQF Level:

4

Credits:

6

Entry Requirements:

Communication & Mathematical Literacy at NQF 3

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(263434 US):** Plan and manage production/operations in a new venture

4. Topics

Module 1: Introduction to Production and Operations Management

- Definition of production and operations management
- Importance of operations in a new venture
- Functions of production and operations management
- Relationship between operations and business success

Module 2: Designing a Production/Operations Layout

- Principles of operational layout design
- Types of production layouts
- Workflow planning and process design
- Space utilisation and operational efficiency
- Health and safety considerations

Module 3: Production and Operations Scheduling

- Introduction to scheduling
- Production planning techniques
- Workflow scheduling methods
- Time management in operations
- Monitoring production timelines and outputs

Module 4: Resource Management in a New Venture

- Types of business resources
- Human resource allocation
- Equipment and materials management
- Inventory and stock control
- Cost-effective resource utilisation

We trust that the above is in order and look forward to hearing from you for Implementation

Module 5: Quality Management

- Principles of quality management
- Quality standards and procedures
- Quality control techniques
- Continuous improvement processes
- Customer satisfaction and service quality

Module 6: Productivity and Operational Efficiency

- Measuring productivity
- Identifying operational challenges
- Improving operational performance
- Waste reduction and process optimisation
- Performance monitoring tools

Module 7: Operational Risk and Compliance

- Identifying operational risks
- Risk management strategies
- Workplace safety and compliance
- Maintaining operational policies and procedures

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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