

SHORT EXECUTIVE PROGRAMMES (SEPs)



ACHIEVING OPERATIONAL EXCELLENCE

Planning, organising, co-ordinating and managing for excellence purposes.

UPCOMING LECTURES

DATE: 6 - 12 May 2024 - (4 Days)

7 - 10 October 2024 - (4 Days)

FORMAT: Face to face

VENUE: Business School: Nelson Mandela University,
2nd Avenue Campus, 2nd Avenue, Summerstrand,
Gqeberha (Port Elizabeth)

COST: R14 200 per person
Discounted pricing will be applied for two or more people from the same organisation.

executive.education@mandela.ac.za

PROGRAMME OVERVIEW

PURPOSE OF PROGRAMME:

Enabling executives to lead organisations towards exceptional operational standards.

WHY THIS PROGRAMME?

The Achieving Operational Excellence module offers a structured approach to refining processes, driving efficiency, and optimising performance within an organization. Emphasizing a combination of best practices, continuous improvement techniques, and modern technological tools, this module seeks to prepare participants to lead their businesses toward world-class operational standards.

PROGRAMME OUTCOMES:

- ▶ Understand the principles and methodologies of operational excellence.
- ▶ Be proficient in tools and techniques for process optimisation.
- ▶ Identify areas of waste, inefficiency, or risk within operational processes.
- ▶ Drive continuous improvement initiatives within their organisations.
- ▶ Incorporate technological innovations to boost operational effectiveness.
- ▶ Lead and inspire teams toward a culture of excellence and constant refinement.

TARGET AUDIENCE

- ▶ Operations managers and professionals
- ▶ Business analysts and process improvement specialists
- ▶ Entrepreneurs aiming for lean and efficient business models
- ▶ Senior executives seeking to drive company-wide operational improvements
- ▶ Consultants focused on business process optimisation

ADMISSION REQUIREMENTS

- ▶ Applicants should have an NQF level 6 / M+3 in place
- ▶ Be of leadership, supervisory or management level or applying for a position of that level
- ▶ Be proficient in English
- ▶ A Recognition of Prior Learning (RPL) process could be considered if an applicant is not in possession of the required qualification

PROGRAMME OVERVIEW

DAY ONE:

- ▶ Principles of Operational Excellence: What is operations management. Introduction to foundational concepts and methodologies. Aligning operational objectives with business vision.
- ▶ Process Mapping and Analysis: Visualising and understanding core business processes. Process selection, design and structures.

DAY TWO:

- ▶ Lean Management: Techniques for waste reduction, value stream mapping, and lean thinking. How to streamline and optimise processes.
- ▶ Six Sigma: Data-driven approach for process variation reduction and quality enhancement.

DAY THREE:

- ▶ Technology in Operations: Utilising tools like ERP, IoT, and AI for operational advancements.
- ▶ Performance Metrics and Dashboards: Tools for monitoring, analysing, and reporting operational performance.

DAY FOUR:

- ▶ Cultural Shift towards Excellence: Building a workplace culture that values and strives for excellence.
- ▶ Change Management: Strategies to effectively implement and manage operational changes.

ASSESSMENT

- ▶ Engagement in group discussions, workshops, and simulations.
- ▶ Individual or Group projects analysing and proposing solutions to organisational challenges presented in case studies.
- ▶ A comprehensive end-of-module assessment.

PASS MARK

Pass mark of 70% for the final assessment.

CERTIFICATION

Applicants who successfully complete the programme will receive a Nelson Mandela University Certificate of Completion or Attendance.

FOR FURTHER INFORMATION OR TO REGISTER, CONTACT:

Nelson Mandela University Business School

2nd Avenue Campus

2nd Avenue

Summerstrand

Gqeberha (Port Elizabeth)

Republic of South Africa

Tel: +27 (0)41 504 4000

Email: executive.education@mandela.ac.za

***COMPLEXITY LEVEL KEY:**

Symbol	Complexity Level
M	Matric
M+1	First year post Matric
M+2	Second year post Matric
M+3	Third year post Matric
M+4	Fourth year post Matric

The Symbol indicates the complexity level of the programme. It does not indicate a qualification. NQF levels cannot be assigned as this programme does not lead to a formal qualification.