

Certification in Operations Management - COM™

The **Certification in Operations Management™ (COM™)** is a comprehensive and globally accredited credential designed for professionals seeking mastery in streamlining operations, optimizing resources, and delivering organizational efficiency across industries. This 5-day, 30-hour intensive executive program equips managers, analysts, project leads, and supply chain professionals with advanced tools in lean systems, quality management, process improvement, and operational strategy.

With a focus on practical applications, this program blends global standards (e.g., Six Sigma, Kaizen, ISO 9001) with strategic planning to develop high-performance operations leaders ready to excel in today's competitive global markets.

Program Objectives:

- Master operational planning and process optimization techniques
- Apply lean, Six Sigma, and quality management systems
- Improve productivity and reduce waste across functional areas
- Align operations with strategic organizational goals
- Strengthen leadership in supply chain, logistics, and resource planning

Curriculum Highlights:

Foundations of Operations Management

- Principles and functions of operations
- Role of operations in business strategy
- Process design and capacity planning
- Operations performance objectives (quality, speed, cost, dependability, flexibility)

Process Improvement and Lean Systems

- Lean principles: value stream mapping, waste reduction (muda)
- Six Sigma DMAIC methodology
- Process mapping and bottleneck analysis
- Case study: Applying lean tools in a manufacturing or service environment

Quality, Compliance and Operational Excellence

- Total Quality Management (TQM)
- ISO 9001 Quality Management Systems
- Continuous improvement strategies (Kaizen, PDCA)
- Quality audits and metrics (KPIs, control charts)

Supply Chain and Resource Optimization

- Supply chain design and logistics
- Demand forecasting and inventory control

- Supplier relationship management and procurement strategies
- ERP systems and automation in operations

Strategy, Leadership & Certification

- Aligning operations with organizational vision and goals
- Change management and operational leadership
- Risk and crisis management in operations
- Capstone: Team simulation on redesigning a business operation

Final certification exam – exam can be taken on last day of the training or at your own scheduled time.

Program Features:

- **Format:** Live virtual or in-person delivery
- **Duration:** 5 days, 8 hours/day (40 hours total)
- **Materials:** COM Operations Manual, Toolkits, Templates, Case Studies
- **Faculty:** Operations experts, supply chain strategists, ISO auditors

Prices Include:

- Training Materials
- Lunch and Refreshments during Training
- Examination Fee
- Access to Learning Resources
- ½ Day Tour to Tourist Attraction Sites
- Airport Pickup and Drop off for International
- Delegates

Prices Exclude:

- Dinner and Accommodation
- VAT