

SHORT & CERTIFICATE COURSES

**WITS PLUS**

# OPERATIONS MANAGEMENT

Join Wits Plus and study towards a certificate course, *Operations Management*.

The programme is offered at the University of the Witwatersrand, Braamfontein Campus West, under the guidance of highly qualified specialist lecturers.

## WHO WILL BENEFIT FROM THIS COURSE?

This course will benefit Line Managers in general who implement operations plans.

- Department and senior managers wanting to understand more about operations.
- Small business owners who want to understand more about operations.
- People wanting to develop a career in operations management.

*The course is limited to 35 participants, and a minimum registration of 10 participants is needed to offer the course.*

T +27 11 717 9503 / 9511 / 9519

E [shortcourses.witsplus@wits.ac.za](mailto:shortcourses.witsplus@wits.ac.za)

W [www.wits.ac.za/part-time](http://www.wits.ac.za/part-time)

## OBJECTIVE OF THE COURSE

This course aims to equip participants to:

- Explain the impact of operations management on organisational productivity, competitiveness, performance and strategy.
- Determine the role of design, ranging from product design to job design, on operational effectiveness.
- Demonstrate the use of planning and control mechanisms to manage an operations plan.
- Discuss stock and stock control principles that can be applied to optimise organisational operations.
- Evaluate the role that effective management of projects and organisational processes play in driving the organisational improvement.

## PROJECTED OUTCOMES

After completion of this course successful participants should be able to:

- Determine the influence that an operational strategy has on organisational competitiveness and productivity;
- Explain the role that design plays in operations management;
- Use physical layout, technology and job design principles to optimise operations management and the customer experience;
- Use planning and control mechanisms to manage an operations plan;
- Determine the role of stock and stock control, and stock control techniques in operations management;
- Evaluate the role project management and operational processes play in driving organisational improvement;
- Assess the importance of operations management practice in supporting the overarching organisational strategy.

## STRUCTURE AND TIMETABLE

Lectures will take place once a week over 14 weeks. The duration of each lecture will be two hours. The 13th lecture will be revision and will be followed by the 14th, a three hour examination.

## COURSE CONTENT

- Operations productivity and competitiveness in context.
- The creation of an operational strategy.
- Design in operations management.
- Operations layout and flow in Operations Management.
- Process Technology in Operations Management.
- Job design and work organisation in Operations Management.
- Planning and control in Operations Management.
- Stock and stock control in Operations Management.
- Stock Control Techniques: Computer controlled stock and resource systems, The Toyota Way philosophy (Just-in-Time), Future trends in stock control.
- Project Management and Operations Improvement.
- Operations improvement and process leadership.
- Operations Management and strategy.
- Total Quality Management.
- Future Opportunities and Concerns for Operations and Organisational Strategies.

## METHOD OF ASSESSMENT

Tests, assignment and a three hour examination

## COMMENCEMENT DATES

**Semester 1:** February: Tuesdays 17:30 – 19:30

**Semester 2:** July: Tuesdays 17:30 – 19:30

## FEES

R13 600 which excludes the prescribed textbook.

## METHOD OF PAYMENT

The fees for all courses are the responsibility of the individual attending the course. All fees must be paid prior to registration. Payment can be made by electronic payment or bank deposits. You will then need to bring your original proof of payment to Registration day, dates will be provided on your acceptance letter.

## CANCELLATION OF A COURSE

Wits Plus courses offered over one semester:

- Cancellation before commencement of lectures will result in an administration fee of 15% of the total course fee regardless of the reason.
- Cancellation after commencement of lectures will result in liability for the full amount of the course fees regardless of the reason.

## VISITORS ACCESS

All short course participants are issued with a Visitors Access Card at a cost of ± R140. Parking disc fees also apply: arrangements need to be made with the parking office. You may park in student parking on Braamfontein Campus West.

## WHO IS THE LECTURER?

This course will be taught by a subject matter expert.

## ENTRY REQUIREMENTS

Participants should hold a matriculation certificate, be fluent in English and have three to five years working experience. However, each application is considered individually.

## APPLICATIONS

Applications should be accompanied by a brief CV (3 pages maximum); matric certificate, university academic/tertiary level study record if applicable.

Note: Wits Plus, University of the Witwatersrand, reserves the right to withdraw a course from its programme should registrations not reach viable numbers. In this event a full refund will be made. Refund requests will take a minimum of 30 working days to be processed after all documentation has been received.