

Relevel

# Operations Management



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# About Relevel

The coming decade is one of immense **opportunity for India** with a majority of our population under the age of 35 and the growing proliferation of global technology.

For a long time, India was known as the land of outsourced opportunities. The past decade however has shown that **Indians can build global products and businesses**. This is expected to grow manifold in the coming years provided we solve for one crucial element - **skilled talent**.

Today, there is a massive divide between aspirants looking for the **right opportunities** on one side, and companies vying for the best talent on the other. Historically exposure to opportunities has been defined by one's college, degree, or who they already knew in the industry. The events over the last year have only made the situation worse.

We believe it is high time that this changes for good! We believe that hiring should depend only on your capabilities and skills, not your college degree.

Being India's **Largest Learning Platform**, democratizing knowledge and access is a core tenet of the **Unacademy Group**. We are now extending that to opportunities through Relevel by leveling the playing field for millions of Indians. We imagine a future where candidates have a transparent path to the **career of their dreams**.

At Relevel, we believe **your history doesn't matter. Your skills do**. Your network doesn't matter. You do!

All the best. We know you can crack it!

# Why become an Operations Associate?

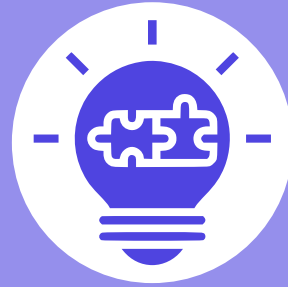
As an Operations Associate, you get the opportunity to build sustainability for any organization by designing optimised business processes focused on long term profitability. It is a career where each day brings unique challenges and new ways of putting your problem-solving skills into practice, to ensure business continuity with zero errors or escalations.

- **Strategic Responsibilities and Limitless Opportunities:** The operational excellence of an organization is directly proportional to sustainable revenue generation and investor returns. This makes the role of Operations Associate highly strategic and indispensable across organizations of any scale, be it a Fortune 500 corporate or a Series A startup. With leading industries moving towards RPA, Operations Management is poised to produce enormous opportunities as no automation is possible without process redesign, optimization and control- areas which are highly dependent on human skills.
- **Enormous Demand:** Operations Associate as a discipline is not only industry agnostic in nature, but is also an inevitable enabler of the day-to-day functioning or existence of any function within the organization, ranging from Finance to HR and Marketing to Sales. Hence, there is always an enormous demand for Operations Associates and Managers in the market, even in recessionary economic phases.
- **Growth Potential:** The average starting salary of an Operations Associate in India is INR 3.5 LPA. Moreover, the top 10% earn more than INR 8 LPA. Moreover, understanding of the Operations discipline also equips one with the ability to successfully run his/ her own business venture.

# Why Relevel Courses?



180+ Hours of Live Learning



20+ Live Business Cases



Learn from the Best in the Industry



Placement Mentoring



Milestone Exams with Projected Relevel Test Scores



Merit-based Scholarships

# Learn: The Relevel Way



## **Doubt Solving Sessions**

Weekly educator-led doubt solving class in addition to Teaching Assistant driven doubt sessions 4-5 times a week to ensure that your subject matter understanding is crystal clear



## **Quizzes & Assignments**

Real learning happens only when we practice. Specially curated quizzes after each session for a life-long learning experience.



## **Periodic Proctored Tests**

Track how far you have come along in your endeavour to learn through these periodic tests.



## **Dedicated Success Managers**

To help you reach that finish line, and anything that comes enroute this journey.

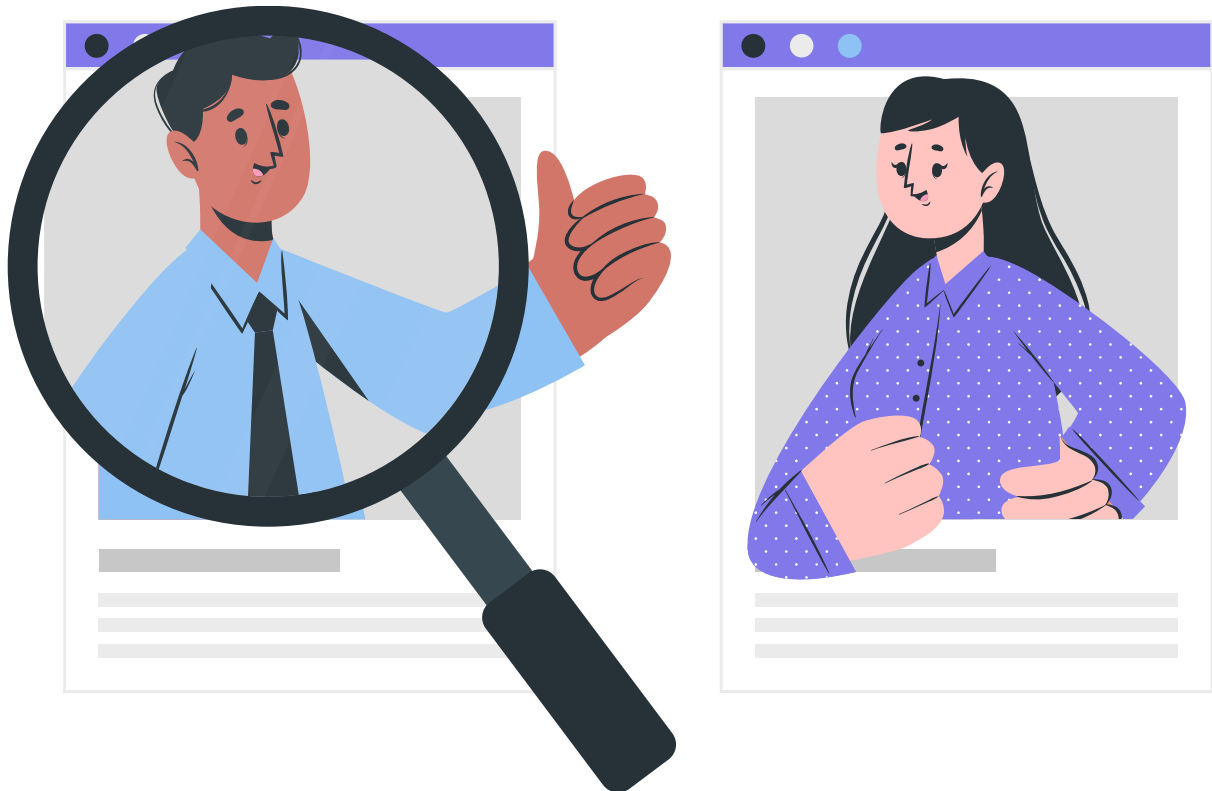


## **Community Access**

Learning by sharing. Connect with your peers and achieve your goals together.

# Is this for You?

If you're looking to start your career as an Operations Associate, or just pick up the necessary skills, you have come to the right place!



# Classes by Experts



**Ruchir Prasoon**  
Supply & Distribution  
Planning, GSK, Ex Amazon



**Priyanka Dongre**  
Supply Planner, RB



**Pranav R**  
Senior Manager, Swiggy, Ex OLA



**Vijesh**  
Business Unit Head, Swiggy



**Kiran Derle**  
Aptitude Trainer, Online Educator,  
Target Campus



**Shalini Saha**  
Corporate Trainer,  
Accenture



# Learn from Industry Leaders

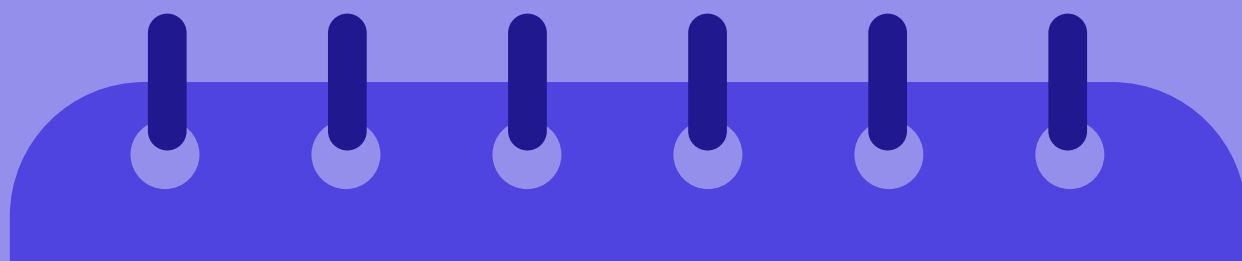


**Avanish Kachhawaha**  
Supply Planning Lead, Dabur



**Reena**  
Director of Operations, Swiggy

# Weekly Class Schedule



MON	TUE	WED	THU	FRI	SAT	SUN
<b>7 PM - 8 PM</b> Doubt Clearing Session by Teaching Assistant	<b>7 PM - 8 PM</b> Doubt Clearing Session by Teaching Assistant	<b>Off day for practice</b>	<b>7 PM - 8 PM</b> Doubt Clearing Session by Teaching Assistant	<b>7 PM - 8 PM</b> Doubt Clearing Session by Teaching Assistant	<b>11 AM - 2 PM*</b> Session by Educator	<b>Guest Lecture/ Event/Doubt Session with educators/ Test</b>
<b>8 PM - 11 PM</b> Session by Educator	<b>8 PM - 11 PM</b> Session by Educator		<b>8 PM - 11 PM</b> Session by Educator	<b>8 PM - 11 PM</b> Session by Educator	<b>7 PM - 8 PM</b> Doubt Clearing Session by Teaching Assistant	

\*Weekend session timings may change depending on the availability of the educator.

# Curriculum Snippet



# Module 1

## Introduction to Operations Management

1 week

- Understand the fundamentals of Operations Management through case studies pertaining to multiple industry verticals: FMCG, E-commerce, Manufacturing and Supply Chain
- Deep dive into the operating model of new-age service based internet startups like OYO, Urban Company and Unacademy
- Attain foundational knowledge pertaining to forecasting, inventory management, capacity and supply planning
- Develop hands-on expertise to identify process gaps and overcome the bottlenecks through BPR

# Module 2

## Verbal Ability

1 week

- Improve your English language interpretation skills to be able to clear the Aptitude rounds of interviews
- Grasp important tips and tricks to solve the different types of Reading Comprehension, Para-jumbles, Sentence Completion, Grammar, Word Usage and Critical Reasoning MCQs

# Module 3

## Data Interpretation and Microsoft Excel

1.5 week

- Attain hands-on expertise in Microsoft Excel, which is the most widely used tool in the industry to analyse/ interpret data and create performance dashboards for daily monitoring of business KPIs
- Immerse yourself in solving dataset based MCQ problems live under the guidance of top educators in interactive sessions. This will immensely help you to clear Aptitude rounds of interviews

# Module 4

## Business Forecasting and Aggregate Planning

1 week

- Acquire in-depth understanding of forecasting models like ARIMA, Holts-Winter, Time Series, etc. with the help of industry-specific use cases and examples
- Learn about aggregate planning to effectively optimize the level of production, inventory and workforce while responding to fluctuating demand scenarios

# Module 5

## Industry Deep Dive: Operations Management in E-Commerce Sector

1 week

- Understand the best practices related to Instock Management and Inventory Operations in context of top e-commerce organizations like Amazon and Flipkart
- Learn how leading e-commerce firms optimize fulfilment and warehousing operations to enhance customer experience through reduction of delivery TAT

# Module 6

## Quantitative Aptitude and Logical Reasoning

2 week

- There is one thing common among all Operations wizards- their ability to crunch numbers to optimize key business processes. We make sure that you learn this art early in your journey
- Improve your ability to solve logical puzzles that frequently appear in the aptitude rounds of Operations interviews

# Module 7

## Supplier/ Customer Experience in E-commerce Industry

1 week

- Understand how leading e-commerce brands like Flipkart, Amazon and Meesho have invested towards customer/ supplier experience design for NPS upliftment
- Deep dive into the process optimization areas of CX/ SX that directly contribute to the bottom-line through incidence control and AHT reduction
- Acquire knowledge to efficiently conduct manpower planning and distribute bandwidth to accommodate peak hours or seasonality

# Module 8

## Soft Skills, Interview Training and Personality Development

1 week

- Develop a head-turning personality and learn how to effectively communicate in a professional setting, thereby leaving a lasting impression in the minds of interviewers and eventually business stakeholders
- This module will focus on building your Soft Skills & Personality via engaging activities such as Group Discussions, Extempore, Public Speaking rounds, Live Debates between participants, etc.

# Module 9

## Project Management

1 week

- Learn about key Project Management Frameworks/ Methodologies and their relevance in the real world
- Understand critical concepts like Project Scheduling and Controlling- Activity Dependencies, Critical Path, PERT and Gantt Chart representations
- Attain comprehensive knowledge pertaining to Project Planning and Lifecycle Management, development of a Project Charter, Scoping and Budgeting
- Deep dive into KPIs and Project Status Reporting/ Tracking by creating real-world dashboards with the help of industry experts

# Module 10

## Capstone Projects

2.5 week

- Operations Management at Urban Company: Manpower Planning and Service Delivery
- Operations Management at Uber: Design SOPs for Driver Onboarding and Escalations Management
- Operations Management at Swiggy: Develop Scalable Systems and Processes to Seamlessly Expand to New Cities

# Industry Specific Operations Management Projects

Use your learnings to solve operations challenges of major companies.

## Project 1

### Manpower Planning and Service Delivery at Urban Company

Enhance the customer NPS for Urban Company through impactful manpower planning aimed at providing same-day service. Design SOPs to ensure uniform/standardized service delivery of exceptional quality



## Project 2

### Streamlining Driver Onboarding and Escalations Management at Uber

Re-engineer the driver onboarding and training processes while optimizing for speed and scalability. Develop and execute a cost optimization strategy to reduce the AHT of driver escalations and enhance the CSAT metrics



## Project 3

### Seamlessly Expand Swiggy's Food Delivery Service to New Cities

Develop scalable systems and processes to seamlessly set up and operate cloud kitchens in new territories. Implement restaurant operations best practices facilitating demand planning and effective procurement





# Placement and Career Support

With Relevel, you can now get a job in three simple steps



Qualify the Operations Associate Test



Interview with a minimum of 5 companies



Receive an offer within 15 days!

paytm

yatra

CRED

meesho



shaadi.com

upGrad

Groww

GRAPHY

# Course Details



Duration of the Course

3 months



Commitment Required

15 hours in a week



Course Fee

INR 35,000/-

What are you waiting for?

[Enroll Now](#)