

FUNDAMENTALS OF OPERATIONS

1

PREPARING FOR THIS COURSE

- Welcome
- Getting started
- Process improvement in practice
- Understanding the importance of operational processes
- Identifying key operational processes
- Exploring the benefits of process improvement – the principles

2

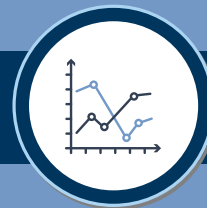
PROCESS MAPPING

- What is process mapping?
- Understanding the purpose of process mapping
- Assessing your business processes
- Identifying waste in your processes
- Mapping your business processes (Exercise 1)
- Identifying the right tools to support your processes

3

DERIVING COMPETITIVE ADVANTAGE FROM OPERATIONS

- Optimizing your operational processes
- Refining your processes to gain competitive advantage
- Creating competitive advantage with processes
- Check your understanding (Exercise 2)
- Evaluating your business processes (Exercise 3)
- Reflecting on your process evaluation

4

IMPROVEMENT AND MEASUREMENT

- Developing a business process to support growth
- Review your operational process with your team (Exercise 4)
- Identifying suitable measures for assessment
- Selecting appropriate improvement targets
- Obtaining high quality data on your operations
- Ongoing review and development of your business operations

5



NEXT STEPS

- Recording your progress
- End of course assessment
- Congratulations
- Progressing to the next course
in 10,000 Women