



## **Operations Management 201**

### **CGTCOPSMGMT201**

#### **Course Description**

This course provides participants with the application of operations management concepts and skills through case studies and group –based practicums. Topics covered include the design and implementation of production machines, data collection/interpretation, and the development of action plans to address underperforming machines. Participants will also examine and apply topics such as quality management and continuous process improvement methodologies.

Prerequisite: Operations Management 101

Instructor to Student Ratio: 1:25

Length: 32 hours

- **Design and Establishment of a Production Machine**
  - Define and evaluate processes
  - Process design -establish gates/DBR (Case Studies and Practicum)
  - Set up batching operations (Case Studies and Practicum)
  - Application of production machine science to administrative environments (Case Studies and Practicum)
  
- **Collection, Interpretation, and Presentation of Machine Data**
  - Utilize available networks such as Concerto, Rockit, PDMSS, etc.
  - Effectively communicate machine data/performance
  - Present machine performance data in standardized formats per WR-ALC and/or AFSC requirements
  
- **Monitor, Control, and Modify the Production Machine**
  - Identify underperforming machines/gates
  - Understand trends and cues
  - Control buffer in the machine
  - Identify and manage variability in machine processes
  - Utilize root cause analyses for constraint origins and machine fixes (Apollo, fishbone, A3)
  - Develop and implement an effective corrective action plan



- **Workload Management**
  - Synchronization of resources
  - Critical path management/protection
  - Effective deployment of personnel (man-loading)
  - Corrective actions necessary when the machine is stalled
  - Intense project management
  
- **Quality Management and CPI**
  - Conduct organizational self-assessments and other CPI initiatives
  - Understand and quantify the costs of quality within the organization
  - Understanding and mitigating the reasons why projects often fail
  - Maintain organizational gains