



# Operations Management

*Learn to design, develop and improve your company's operating activities and implement sustainable planning and control practices to remain competitive in your industry*

Empower Yourself through Knowledge!

# Course Outline

Operations Management focuses on the management of key resources required to produce products and services within the framework of an organizational structure. Operations entail a systematic approach and control of the processes that transform inputs (e.g. human resources, facilities, materials, Information systems etc.) into finished goods and services. The operations function consists of the core wealth creation processes of a business and helps an organization to efficiently achieve its mission while constantly increasing productivity and quality. The principles of operations management and strategy, innovation and design of processes, products and services, forecasting and management of capacity, and operations improvement and risk management are covered.

## Course Objectives

By the end of the course, participants will be able to:

- Explain the scope of operations management
- Describe why operations management is important in all types of organization
- Develop the input–transformation–output process
- Describe the performance objectives of operations and their internal and external benefits which derive from excelling in each of them
- Distinguish between a ‘top-down’ and a ‘bottom-up’ view of operations strategy
- Explain process design and apply process mapping to develop processes
- Identify the different stages in product and service design
- Discuss the nature of planning and control and identify the key planning and control activities
- Explain capacity planning and the alternative ways of coping with demand fluctuations
- Discuss the activities of supply chain management
- Explain the importance of improvement in operations management and apply the techniques that can be used for improvement

## Target Audience

Operations, supply chain and logistics professionals, in particular those at operational, supervisory and management level and anyone interested in learning more about operations management.

## Key Topics

The key topics covered in the course are:

- Introduction to operations management
- The input-transformation-out process
- Process hierarchy
- Operations performance objectives
- Perspectives of operations strategy
- Process design
- Process mapping
- The design of products and services
- Capacity management
- Supply chain planning and control
- Implementation of ERP systems
- Operations improvement
- Risk management

# Classes Overview



## Examination

Participants should attend at least 6 out of the 8 classes.

At the end of the course, participants need to complete a final written exam.

A **Certificate of Completion** is awarded if the course is successfully fulfilled. Participants also receive an official transcript for their grades and course credits.

## Course Facilitator

All our facilitators are enthusiastic and knowledgeable with a talent for making complex concepts simple. We all love what we do and our clients tell us it shows.

Facilitator for this course is: Mr. William Cen

William is a serial entrepreneur and has ample experience in designing and implementing efficient and cost-effective solutions for his own businesses and for other companies as well.

William holds a Bachelor of Science degree obtained at Florida Institute of Technology, Melbourne, FL.



# Course Fee in Aruban Florins

Per participant: AFl. 875.=, including turnover taxes.

Includes: course material, handouts, snacks, coffee and refreshments.

Flexible payment options are available. Contact us for additional information.

Register online here: <http://www.erasmusbpas.com/online-course-registration.html>

## Location and Dates

Location: Learning Center at Club Kibrahacha 60+ (Piedra Plat 23)

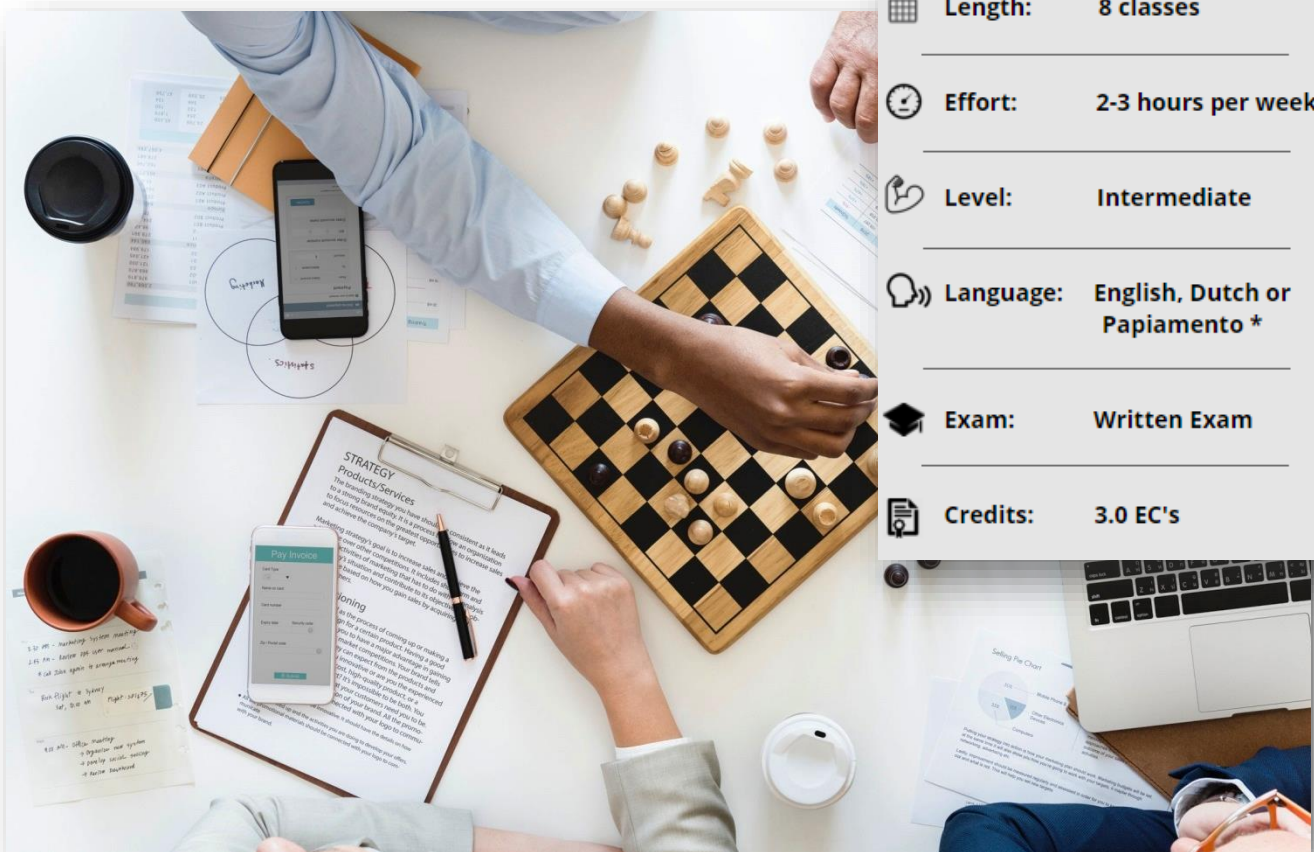
Number of classes: 8

Time: 6:30 PM - 9:00 PM

We reserve the right to alter dates, content, venue and trainer.

## Discount Plans

For organizations that want to maximize their Return on Investment in training, we provide a 2-plus-1 offer: Register 3 participants working at the same company on the same course and dates and pay only for 2. Contact us for additional information.



📅	<b>Length:</b>	<b>8 classes</b>
🕒	<b>Effort:</b>	<b>2-3 hours per week</b>
👤	<b>Level:</b>	<b>Intermediate</b>
🗣️	<b>Language:</b>	<b>English, Dutch or Papiamentu *</b>
🎓	<b>Exam:</b>	<b>Written Exam</b>
📄	<b>Credits:</b>	<b>3.0 EC's</b>

# Course & Workshop Registration & Payment Plan Form



**How to Register**

1. Bookings can be made by emailing the completed registration form to [edward@erasmusbpas.com](mailto:edward@erasmusbpas.com)
2. Registration forms should be sent immediately to confirm the booking. A confirmation and location guide will then be sent accordingly.

**Contact details:**

Edward M. Erasmus, MA  
 Erasmus Consulting & Training (EC&T)  
 Telephone (297) 5885975  
 Mobile (297) 5922380  
 Email [edward@erasmusbpas.com](mailto:edward@erasmusbpas.com) / [hello@erasmusbpas.com](mailto:hello@erasmusbpas.com)

PLEASE PRINT CLEARLY

Course/workshop title :
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Contact Person :	Position :
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Company :
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Invoice Address :	Postcode :
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Telephone :	Email :
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Please enroll the course attendees below: (PLEASE PRINT CLEARLY)

Full name of attendee	Title/position	Email address

<b>Total number of attendees:</b>		<b>Total course fee (see attached invoice):</b>
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- Please invoice the organization / contact person above    
  Please invoice each attendee separately    
  Please add the contact/attendees to the training mailing list

Additional Needs / Dietary Requirements:
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**PAYMENT PLAN FOR THIS COURSE:**

Down payment of: AWG _____ prior to the start of the course.
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Payment of remaining amount of AWG
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I have read and understood the terms of conditions given on the next page.	Signed
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## Terms and Conditions for Bookings and Payments

### General Requirements:

Course participants must be at least 18 years of age.

### Course and workshop registration:

Registration for a course can only take place through the completion of our online registration form or by submission of a completed hard copy registration form (by email or personally delivered) to the attention of Erasmus Consulting & Training (EC&T).

### Cancellation of Booking:

1. All course / registration cancellations must be notified in writing (i.e. via email or in hard copy). Course registrations / bookings may be cancelled up to twenty (20) days prior to the course and receive a full refund.
2. Course registrations / bookings cancelled less than twenty (20) days prior to the training or course will be charged 50% of the course fee.
3. Failure to notify of non-attendance will result in the full fee being charged.
4. You may substitute another participant (by notifying EC&T) at any time prior to the training or course, should a nominated person be unable to attend.
5. EC&T endeavors to run every course. However, we also reserve the right to cancel or postpone a course to an alternative date. All registered participants affected by such a cancellation will receive a full refund or offered the opportunity to transfer to the next available training or course.
6. In case of withdrawal after the start of a course, EC&T will withhold 100% of the course fee. In case the course fee has not been fully paid at the moment of withdrawal from the course, i.e. due to an existing payment plan, EC&T preserves the right to collect the outstanding fee amount.

### Payment:

1. For all registrations received an invoice will be issued. For both Corporate and Individual bookings, payment in full is required, unless a payment arrangement has been granted by EC&T.
2. All invoiced amounts are due within 14 days of the invoice date. In case on non-payment EC&T may refuse access to the course.
3. In case of non-payment, a 1.5% interest penalty is payable per month from the due date. Both the extrajudicial, including 20% collection costs, as well as the judicial costs are at the expense of the client / participant. An AWG. 25.00 administration fee is also charged for late payments.

### Force majeure:

Neither EC&T nor its employees are liable for non-performance of contractual obligations or damages to the extent that they are caused by force majeure, in particular fire, water, storm or other natural events, explosion, strike, war, civil unrest or other reasons outside the sphere of responsibility/influence of the EC&T.

### Privacy Statement:

Erasmus Consulting & Training (EC&T) acknowledges and respects the privacy of individuals. We advise that the information that you provide on this form may constitute "personal information". This information is being collected for the purposes of processing your registration or enquiry, keeping you informed of upcoming events and assisting us in improving our service to you. The intended recipient of the information is EC&T. The provision of the information is voluntary, but if this information is not provided, EC&T may be unable to process your registration or enquiry. You have the right of access to, and alteration of, personal information concerning yourself. The information is being collected by EC&T and will be held by EC&T. Please contact us for any enquiries you may have in relation to this matter.

I have read and understood the Terms and Conditions for Bookings and Payments

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Name

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Address

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Signature of participant

---

Date



## CONTACT

ERASMUS CONSULTING & TRAINING

Email us:

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Information given in this brochure is correct at the time of publication and is subject to alteration

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