COURSE OVERVIEW TM0090
Managing Production Operations

Course Title
Managing Production Operations

Course Reference
TM090

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	September 07-11, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
2	December 01-05, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
3	January 12-16, 2026	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
4	March 16-20, 2026	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

Course Description

80% of this course is hands-on practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

The importance of production operations management has increased dramatically in the recent years. Significant foreign competition, shorter product and service life-cycles, better-educated and quality-conscious consumers, and the capabilities of new technology have placed increasing pressures on the operations function to improve productivity while providing a broader array of high-quality products and services.

With the globalization of markets, firms are recognizing that the production operations function can be used as a competitive weapon to strengthen their position in the market place. Managers of production operations play a strategic, as well as a tactical role in satisfying customer needs and making their firms strong international competitors.

This course is designed to provide participants with enough skills and thorough details on production operations management as related to the modern business industry. It enables the participants to analyze, manage and improve the business processes used to produce and deliver products and services that satisfy customer needs.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply the latest methodologies of managing production operations
- Optimize plant location and layout including capacity planning
- Measure and improve productivity
- Manage meetings and teams, solve problems and make correct decisions
- Create environment of self motivation
- Recognize the different service systems and their special characteristics
- Carryout performance appraisals and ensure a positive mutually acceptable outcome
- Apply the method of line balancing and production capacity planning
- Use benchmarking as an improvement tool
- Implement the methodology of continuous business improvement and practice the various techniques of improvement including cause-and-effect diagrams, scattered diagrams, process maps, input output analysis, pareto diagrams and why-why analysis
- Measure, control, improve and manage performance in their plant

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course covers systematic techniques and methodologies on managing production operations for production operation management staff such as plant managers, field managers, engineers, superintendent, supervisors and officers.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Drag Zic is a **Senior Management Consultant** with over **30 years** of training and industrial experience. His expertise lies extensively in the areas of **Leading Effective Meetings**, **Leadership & Business**, **Presentation** Skills, **Decision Making** Skills, **Communication** Skills, **Negotiation** Skills, **Coaching & Mentoring**, **Economics & Governance in Climate Change, Performance** Management, **Customer Service** Management, **Critical Thinking & Creativity**, **Quality** Management, **Risk** Management, **Data Management** Systems, **R&D** and **Research** Management, **Project** Management, **Planning**, **Budgeting & Cost Control**, **Document** Management, **Record** Management and **Contract** Management. Further, he is well-versed in Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**) as well as in Seismic Monitoring Systems, Seismological Software (4di, Xmts, OptiNet and ErrMap), Data Analysis, Rock Mass Stability Analysis, Seismic Budget Planning & Productivity Improvement Analysis, HazMap, ISO Standards as well as Balance Scorecard. He is currently the **Director** & **Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the **Programme Manager**, **Managing Member**, **Rock Engineering Manager**, **Contract Manager**, **Consultant/Lecturer**, **Mine Seismologist**, **Data Analyst** and **Assistant Analyst** from different international companies.

Mr. Zic is a **Professional Natural Scientist**, has a **Bachelor** degree in **Geology**, a **Diploma** in **Management Development Programme** and currently enrolled for **Phd** in **Wits University**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and an active member of various professional engineering bodies internationally like the European Geosciences Union (**EGU**), the Canadian Institute of Mining (**CIM**), the Project Management South Africa (**PSMA**), the European Association of Geoscientists and Engineers (**EAGE**), the South African Council for Natural Scientific Professions (**SACNASP**), the International Society for Rock Mechanics (**ISRM**) and the South African Geophysical Association (**SAGA**). He has further delivered numerous trainings, workshops, conferences and seminars internationally.

Course Fee

Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Madrid	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
London	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day
Athens	**US$ 8,800** per Delegate + **VAT**. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 - 0800	*Registration & Coffee*
0800 - 0815	*Welcome & Introduction*
0815 - 0830	***PRE-TEST***
0830 - 0930	***Course Introduction & Overview*** *Introduction of Lecturer and Delegates ● Course Expectations ● Vision, Mission, Values, Core Functions ● Ten Hard Truths About the Changing World ● The Modern Manager*
0930 - 0945	*Break*
0945 - 1100	***Production & Operations Management*** *The Tasks and Scope of the Production Function ● The Role of the Production Operations Manager*
1100 - 1215	***Production & Operations Management (cont'd)*** *Elements in the Production Operations System*
1215 - 1230	*Break*
1230 - 1420	***Plant Location & Plant Layout*** *Determining Factors of Plant Location ● Generic Types of Plant Layout ● Layout of a Plant within a Site*
1420 - 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 - 0930	***Plant Location & Plant Layout (cont'd)*** *Layout of Departments within a Plant ● Workplace Layout and Ergonomics ● Human Factors in Job Design*
0930 - 0945	*Break*
0945 - 1100	***Effect of Time on Layout Suitability*** *Product and Service Aspects ● Production and Operations Implications of Processed Layout Choice*

1100 - 1215	***Workstudy: Method Study and Work Measurement*** *Work Measurement Techniques*
1215 - 1230	*Break*
1230 - 1420	***Workstudy: Method Study and Work Measurement (cont'd)*** *Use of Standard Time*
1420 - 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 - 0930	***Productivity and Creating an Environment of Self Motivation*** *Productivity the Concept ● Types of Productivity ● Total Factor Productivity ● Productivity and Production*
0930 - 0945	*Break*
0945 - 1100	***Productivity and Creating an Environment of Self Motivation (cont'd)*** *Productivity and Profitability ● The Objectives of Measuring Productivity ● Levels at Which Productivity is Measured ● Productivity Improvement - External and Internal Factors and Techniques*
1100 - 1215	***Service Systems*** *Special Characteristics of Service Systems*
1215 - 1230	*Break*
1230 - 1420	***Performance Appraisal*** *How to Conduct the Session to Ensure a Positive Mutually Acceptable Outcome*
1420 - 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 - 0930	***Line Balancing & Production Capacity Planning*** *Particular Problems of Layout by Product (assembly lines) the Concept and Techniques Involved with Assembly Line Balancing*
0930 - 0945	*Break*
0945 - 1100	***Line Balancing & Production Capacity Planning (cont'd)*** *The Concept of Capacity Design and the Effect of Capacity*
1100 - 1215	***Benchmarking*** *Objectives ● Process Steps ● Types of Benchmarking*
1215 – 1230	*Break*
1230 - 1420	***Benchmarking (cont'd)*** *Benchmarking as an Improvement Tool ● Judging Performance Against Competitors ● The Performance Matrix*
1420 - 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 - 0930	***Continuous Business Improvement*** *Approaches to Improvement; Process Control and Recognising Opportunities for Improvement ● Improvement Priorities ● Break through Improvement ● The Continuous Improvement Process*

0930 - 0945	*Break*
0945 - 1100	***Continuous Business Improvement (cont'd)*** *The Improvement Cycle ● Business Process Reengineering ● Practical Techniques of Improvement (Cause – and - Effect Diagrams, Scattered Diagrams, Process Maps, Input Output Analysis, Pareto Diagrams, Why-Why Analysis)*
1100 - 1215	***Performance Management*** *The Philosophy ● Objectives ● Requirements ● Performance Standards*
1215 - 1230	*Break*
1230 - 1345	***Performance Management (cont'd)*** *Performance Control ● Performance Measurement ● Performance Improvement ● The Management Culture Required to Ensure Effective and Efficient Performance Management*
1345 - 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 - 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

80% of this highly-interactive course is hands-on practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator

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