

COURSE OVERVIEW SS0382

Operation/Technology Management from Technical Professional to Manager & Leader

Course Title

Operation/Technology Management from Technical Professional to Manager & Leader

Course Reference

SS0382

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Date/Venue

Session(s)	Date	Venue
1	June 16-20, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
2	September 08-12, 2025	Boardroom, NH Hotel Plaza de Armas, Seville, Spain
3	November 10-14, 2025	Blue Sea Meeting Room, 4th floor, Blue Sea Hotel, Alimos Marina, Athens, Greece

Course Description



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



This course is designed to provide participants with a detailed and up-to-date overview on operation/technology management from technical professional to manager and leader. It covers the operations management and its role in organization; the key concepts and the importance of operations management for businesses; the production planning and control, capacity planning and management, demand forecasting and production scheduling; quality control and continuous improvement covering quality management systems, total quality management (TQM), six sigma and lean production and continuous improvement processes; and the importance of supply chain management and its role in operations management.



Further, the course will also discuss the logistics and inventory management, supplier selection, project management, project planning and scheduling, risk management and project monitoring and control; the technology strategy development, innovation, implementation, adoption, diffusion and management frameworks; and the operations strategy, aligning operations strategy with business and developing and evaluating operations strategy.

During this interactive course, participants will learn the leadership styles and their impact on operations management; the leadership and management skills; the effective communication and decision-making in operations management; the organizational behavior and change management; the future trends in operations management; the role of sustainability in operations management; and the opportunities and challenges for operations management professionals in the future.

Course Objectives

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

- Apply and gain an in-depth knowledge on operation/technology management from technical professional to manager and leader
- Define operations management and discuss its role in organization
- Explain the key concepts and the importance of operations management for businesses
- Carryout production planning and control, capacity planning and management, demand forecasting and production scheduling
- Implement quality control and continuous improvement covering quality management systems, total quality management (TQM), six sigma and lean production and continuous improvement processes
- Identify the importance of supply chain management and its role in operations management
- Employ logistics and inventory management, supplier selection, project management, project planning and scheduling, risk management and project monitoring and control
- Carryout technology strategy development, innovation, implementation, adoption, diffusion and management frameworks
- Apply operations strategy, align operations strategy with business and develop and evaluate operations strategy
- Explain leadership styles and their impact on operations management
- Develop leadership and management skills and apply effective communication and decision-making in operations management
- Carryout organizational behavior and change management as well as discuss the future trends in operations management
- Explain the role of sustainability in operations management including the opportunities and challenges for operations management professionals in the future

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 provides an overview of all significant aspects and considerations of operation/technology management from technical professionals to managers as well as leaders, and specialists who are responsible for managing the work of others and motivating them to achieve outcomes.

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: -

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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.

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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.

Course Instructor

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



Mr. Pete Du Plessis is a **Senior Management & Financial Consultant** with over **30 years** of extensive experience. His expertise lies extensively in the areas of Effective **Business & Performance Leadership, Leadership & Business Management, Developing Personal Resilience, Role Modelling & Development, Business Etiquette & Protocol**, Enhancing Personal Impact through **Emotional Intelligence, Communication & Presentation Skills, Influencing Skills, Training & Designing** a Training Plan, Executive

Coaching, Mentoring & Team Building, Coaching & Counselling, Contract Management & Negotiation, Risk Management, Supply Chain Management, Supplier & Contractors' Management, Tendering & Supplier Selection, Contractors Agreements & SLAs, Budgeting & Forecasting Skills, Effective Budgeting & Cost Control, Financial Analysis & Reporting, Commercial Management, Effective Commercial Negotiation Skills, International Oil & Gas Commercial Contracts & Negotiation, Business Process Development & Optimization, Business Continuity Planning, Service Provider Performance & Monitoring, Cash Flow & Business Finance, Business Continuity, Situational Analysis Fundamentals, SWOT Analysis, Gap Analysis, Change Management, Human Resource Management (HRM), Human Resource Development (HRD), HR Business Development, HR Practices & Strategy, Behaviour Based Interviewing & Recruitment, Learning & Development, Project Management, Document Management, Record Management, Contract Management, Negotiation Management, Risk Management, Production & Inventory Management, Warehousing, Purchasing & Marketing Management, Work Engineering & Advanced Production Techniques, Production Logistics, Fleet Management, Stores & Stock Control, Human Resources & Industrial Relations Management, Quality Assurance & Control, Operations Management, Project Management, and Strategic Planning & Management. Previously, he was the **Quality Manager of Benteler Automotive**, where he was responsible for implementing, controlling and managing quality and technical department processes and systems and mobilizing the quality control department, procedures and quality management system.

During his career life, Mr. Plessis has worked with several prestigious companies occupying numerous challenging managerial and technical positions such as being the **Training & Development Manager, Finance Manager, Operations Manager & Trainer, Technical Trainer, Quality Manager, Supplier Manager, Logistics & Purchasing Manager, Contract & Commercial Manager, Production & Material Planning Manager, Project Manager, Engineering Manager & Trainer, Metrologist, Consultant, Quality Control Inspector, Fitter & Machinist, Apprentice Fitter and Part-time Instructor.** All throughout his career, he has mastered and specialized in the application of project management, warehouse & inventory control, value chain analysis, logistics & strategic planning, process flow analysis, business process evaluation & re-engineering, master-plan development, capacity planning and site space-planning & development.

Mr. Plessis has a **Master's Management Diploma** and a **Bachelor's degree with Honours in Industrial Engineering & Management.** Further, he has gained **Diploma in Quality Management** as well as in **Production Management.** He is also a **Certified Assessor & Moderator** with the Manufacturing, Engineering & Related Services Education and Training Authority (MERSETA), a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and a **Certified Instructor/Trainer** by the **APICS.**

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

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

Course Fee

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.

Accommodation

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

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	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Operations Management <i>Definition of Operations Management • The Role of Operations Management in Organizations • Key Concepts in Operations Management • The Importance of Operations Management for Businesses</i>
0930 – 0945	<i>Break</i>
1100 – 1200	Production & Capacity Planning <i>Production Planning & Control • Capacity Planning & Management</i>
1200 – 1230	Production & Capacity Planning (cont'd) <i>Demand Forecasting & Management</i>
1230 – 1245	<i>Break</i>
1245 – 1420	Production & Capacity Planning (cont'd) <i>Production Scheduling</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0930	Quality Control & Continuous Improvement <i>Quality Management Systems • Total Quality Management (TQM)</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Quality Control & Continuous Improvement (cont'd) <i>Six Sigma & Lean Production • Continuous Improvement Processes</i>

1100 – 1230	Supply Chain Management <i>The Importance of Supply Chain Management • The Role of Supply Chain Management in Operations Management</i>
1230 – 1245	<i>Break</i>
1245 – 1420	Supply Chain Management (cont'd) <i>Logistics & Inventory Management • Supplier Selection & Management</i>
1420 - 1430	Recap
1430	<i>Lunch & End of Day Two</i>

Day 3

0730 – 0930	Project Management <i>Definition of Project Management • Project Planning & Scheduling</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Project Management (cont'd) <i>Risk Management • Project Monitoring & Control</i>
1100 – 1230	Technology Management <i>Technology Strategy Development • Technology Innovation & Implementation</i>
1230 – 1245	<i>Break</i>
1245 – 1420	Technology Management (cont'd) <i>Technology Adoption & Diffusion • Technology Management Frameworks</i>
1420 - 1430	Recap
1430	<i>Lunch & End of Day Three</i>

Day 4

0730 – 0930	Operations Strategy <i>The Importance of Operations Strategy • Aligning Operations Strategy with Business Strategy</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Operations Strategy (cont'd) <i>Developing Operations Strategy • Evaluating Operations Strategy</i>
1100 – 1230	Leadership & Management <i>Leadership & Management in Operations Management • Leadership Styles & Their Impact on Operations Management</i>
1230 – 1245	<i>Break</i>
1245 - 1420	Leadership & Management (cont'd) <i>Developing Leadership & Management Skills • Effective Communication & Decision-Making in Operations Management</i>
1420 - 1430	Recap
1430	<i>Lunch & End of Day Four</i>

Day 5

0730 – 0930	Organizational Behavior & Change Management <i>Organizational Behavior & its Impact on Operations Management • Managing Organizational Change</i>
0930 – 0945	<i>Break</i>

0945 – 1100	Organizational Behavior & Change Management (cont'd) <i>Change Management Processes • Leading Change in Operations Management</i>
1100 – 1230	Future Trends in Operations Management <i>Emerging Trends in Operations Management • The Impact of Technology on Operations Management</i>
1230 – 1245	<i>Break</i>
1245 – 1345	Future Trends in Operations Management (cont'd) <i>The Role of Sustainability in Operations Management • Opportunities & Challenges for Operations Management Professionals in the Future</i>
1345 – 1400	Course Summary
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

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



Course Coordinator

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