



OPERATIONS MANAGEMENT

This course is intended for all persons who need to develop, implement and evaluate an operational plan. This course is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

The Student would gain competencies from this course to be capable of:

- Developing an operational plan for a unit.
- Implementing an operational plan.
- Monitoring, measuring and evaluating the achievement of goals and objectives.