

Day 1

Production Management

- Management principles
- Orientation to simulated operating area
- Staff management
 - Assigning, hiring, temps, overtime
 - Training and development
 - Morale, absenteeism, praise and warnings

Assignment #1

Make initial round of decisions. Run simulated operating area.

Computer Workstations

- Acquiring workstations
- Station breakdowns

Computer Slowdowns and Breakdowns

- Contingency planning

Production Management System

- Production standards
- Measuring performance by department service reps.
- MIS reports

Decision Making I

- Available operations decision options

Assignment #2

Select production management system. Select appropriate decisions. Run simulated operating area.

Productivity and Performance

- Impact of managers and supervisors on productivity
- Capacity planning

- How many people and machines are needed? When? Where?
 - Manual basis for calculations
 - Computer-based system
- Forecasting Input Volumes
 - Graphing (manual) methods
 - Computer-based charting and graphing
 - Volume variance analysis

Assignment #3

Prepare capacity plan and initial volume forecast. Run simulated operating area.

Day 2

Planning

- Productivity improvement strategies
- Succession planning
- Contingency planning (Crisis Management)
- Key performance indicators - charting and tracking

Cost Control and Customer Service

- Financial management
- Cost control
- Master financial report
- Electronic spreadsheets
 - Computer-based budgeting
 - "What if" financial analysis

Assignment #5

Review financial report. Use spreadsheet program to prepare area budget. Run simulated operating area.

Customer Services

- Timeliness
- Service standards

Assignment #6

Set service goals. Measure timeliness. Run simulated operating area.

Team Results Review

Day 3

New Product Management

- Introducing a New Product:
 - Machine/staff requirements
 - Managerial administration skills
 - Training and development: current staff and new hires

Assignment #7

Plan for new product introduction. Run simulated operating area.

Managing a Multi-Product Line

- Impacts on productivity
- Cross-training

Controls

- Key performance indicators
- Key to control: plan vs. actual
- Tracking results: month-to-date and year-to-date

Assignment #8

Run the simulated operating area in a multi-product environment. Manage for cost control, productivity and customer service.

Communications

- Making data-based management decisions



Bottom-Line Operations Leadership

OUTLINE

Assignment #9

Continue running the simulated operating area.
Prepare a quarterly review presentation on objectives, strategies, results and lessons learned. Explain all variances from the plan.

Review Quarterly Presentations

Program Conclusion



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