



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Operations Management

Custom Courses / Leadership and Management

Unit Standard AATICD-0174 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the fundamental principles and practical skills required to manage operations effectively within any organisation. Participants will gain the ability to plan, organise, and control operational processes to enhance efficiency, productivity, and quality. The course aligns with the demands of the modern workplace, focusing on continuous improvement and strategic alignment.

Category	Custom Courses
Subfield	Leadership and Management
Unit Standard	AATICD-0174
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of operations management to plan and control operational processes.
- Analyse operational performance using key performance indicators and metrics.
- Implement quality management techniques to ensure continuous improvement.
- Evaluate resource utilisation and capacity planning to optimise efficiency.
- Design workflow and process layouts to enhance productivity.
- Demonstrate effective decision-making in operational problem-solving scenarios.

WHO SHOULD ATTEND

- This course is designed for junior to mid-level managers, team leaders, supervisors, and aspiring operations managers who seek to improve their operational management capabilities.
- It is also suitable for professionals transitioning into management roles or those responsible for overseeing production, service delivery, or business processes.

COURSE OUTLINE

Day 1: Introduction to Operations Management

- Definition and scope of operations management
- Historical evolution and contemporary trends
- Operations strategy and competitive priorities
- Product and service design basics
- Process types and layout strategies
- Operations performance metrics
- Case study: Operations in a local manufacturing firm

Day 2: Process Design and Capacity Planning

- Process analysis and mapping
- Capacity measurement and utilisation
- Bottleneck analysis and theory of constraints
- Facility layout types (product, process, fixed-position, cellular)
- Technology in operations (automation, ERP, IoT)
- Break-even analysis for capacity decisions
- Practical exercise: Process flow diagram creation

Day 3: Inventory Management and Supply Chain Fundamentals

- Inventory types and holding costs
- Economic Order Quantity (EOQ) model
- Reorder point and safety stock
- ABC analysis and cycle counting
- Supply chain design and integration
- Logistics and distribution strategies
- Supplier evaluation and selection criteria
- Case study: Inventory optimisation

Day 4: Quality Management and Lean Operations

- Quality definitions and cost of quality
- Total Quality Management (TQM) philosophy
- Statistical process control (SPC) basics
- Six Sigma methodology overview
- Lean principles: 5S, Kaizen, Kanban
- Value stream mapping
- Continuous improvement culture
- Practical exercise: Build a control chart

Day 5: Operations Planning, Scheduling, and Integration

- Aggregate planning strategies (chase, level, mixed)
- Master Production Schedule (MPS)
- Material Requirements Planning (MRP) concepts
- Scheduling techniques (Gantt charts, priority rules)
- Enterprise Resource Planning (ERP) integration
- Operations finance: budgeting and cost control
- Capstone case: End-to-end operations plan

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 17,700.00	R 17,700.00
1	In-House	R 23,100.00	R 23,100.00
1	On-Campus (Pretoria)	R 26,700.00	R 26,700.00

UPCOMING SESSIONS

Start	End	Method	Venue
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK
07 Sep 2026	11 Sep 2026	On-Campus	Mauritius
07 Sep 2026	11 Sep 2026	On-Campus	Pretoria, South Africa
07 Sep 2026	11 Sep 2026	On-Campus	Abu Dhabi, UAE
07 Sep 2026	11 Sep 2026	On-Campus	Harare, Zimbabwe

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard AATICD-0174) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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