



# MASTERSTART



Delivered 100% online



4 – 6 learning hours per week



8 weeks

**Gordon Institute  
of Business Science**  
University of Pretoria

# Operations Management

## Turn complex processes into smooth, efficient operations

Efficiency is about creating smooth processes that let people do their best work. In this course, you'll learn to map processes, plan with clarity, and design operations that fit your organisation's needs. You'll practise aligning resources with strategy, so quality runs on autopilot and systems adapt to changing demands. With sharper processes and clear controls, you can drive lasting efficiency and business outcomes that hold up under pressure.

### What will you learn?



#### Process improvement

Identifying and implementing ways to enhance business processes and increase productivity.



#### Planning and control

Setting goals, scheduling tasks, and maintaining oversight to ensure project alignment with objectives.



#### Enhanced productivity

Implementing strategies to improve efficiency and output in the workplace.



#### Quality focus

Ensuring a high standard of work by paying attention to detail and striving for excellence in all tasks and projects.



#### Long-term vision

The ability to foresee and articulate a future direction for the organisation, guiding long-term planning and decision-making.



#### Results management

Demonstrates a results-driven approach by effectively planning, executing and optimising initiatives to achieve strategic objectives.

Contact Us



+27 21 201 1167



[register@masterstart.com](mailto:register@masterstart.com)



[www.masterstart.com](http://www.masterstart.com)



Certificate of  
Competence

# Course outline

 5 collaborative learning sessions



WEEK 1

## Orientation

Meet your Industry Expert, Learner Success Coach and other learners



WEEK 2

## Module 1

### Introduction to operations management

Define the scope of operations management, align strategy with organisational goals, and apply the Balanced Scorecard for planning and performance.



WEEK 3

## Module 2

### Process design

Compare product and service processes, evaluate their impact on quality, and use frameworks to map and improve business operations.



WEEK 4

## Module 3

### Planning and control

Understand planning phases, manage capacity effectively, and apply simple tools to track inventory and resource usage.



WEEK 5

## Module 4

### Operations improvement

Apply lean principles and quality tools to identify waste, evaluate processes, and recommend improvements for productivity and performance.



WEEK 6

## Module 5

### Communicating operational requirements

Trace and prioritise operational requirements, assess proposed changes, and evaluate their impact on business outcomes.



WEEK 7

## Module 6

### Case study

Examine the Boeing 737 MAX crisis to assess failures in design and communication, and suggest strategies to prevent similar issues.



WEEK 8

## Final assessment

Operational Readiness Assessment relevant to a business environment.

## Who is this course for?

Leaders, project managers, and professionals responsible for daily operations. If you're focused on aligning teams with goals, improving efficiency, or turning strategy into results, this course equips you to build fit-for-purpose systems that support growth and performance.

## The learning experience

MasterStart courses are developed to provide a learning experience that builds competence and professional confidence. This unique online learning approach means you will:



Enjoy full learning support for your course, in the form of a dedicated team of an Industry Expert, Learner Success Coach and Learning Support Coordinator.



Learn from a mix of self-paced study modules, quizzes and interactive activities.



Access resources, audio notes, and a community chat for additional support and discussion.



Engage in collaborative learning sessions to apply what you've learned in practical ways.

All MasterStart courses are aligned to Category-B of the BBBEE Skills Development matrix.

Contact Us



+27 21 201 1167



[register@masterstart.com](mailto:register@masterstart.com)



[www.masterstart.com](http://www.masterstart.com)



Certificate of Competence