

Operational Management

Course taught at the School of Management and Banking in Poznań

Description

The course is taught in a practical and example-based approach. It provides basic knowledge about operational management and the rules for identifying operational management processes. Course participants will learn how to analyze and control ongoing operations in organizations. Special emphasis is placed on identification of subject matter and methodological links of operational management with different areas of market economy.

Key course content

- Operational management, its development and functions
- The essence, elements and principles of operations
- Operational systems and strategies
- Space and time in operational work. Resource and task planning
- Organization of basic and auxiliary processes
- Efficiency and quality of operational processes
- Measures of work performance and employee motivation
- Control of operational processes

Key competences

- ✓ Understanding the rationalization and implementation driving role of strategic management
- ✓ Ability to identify, plan and organize basic and auxiliary operational processes
- ✓ Based on the executed operational project, acquisition of the ability to determine priorities that enable the completion of a task formulated by the course participant himself or other participants.

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