

# Business Management Training Group Ltd

*Management Training for the 21<sup>st</sup> Century*



## Advanced Certificate in Operational Excellence (ACOE™)

### Course Overview

Operational excellence and its delivery are ever more critical in today's increasing competitive global market and are fundamental in both the winning and retaining of key contracts.

Delivering operational excellence through highly motivated focused teams and transparent measurements will help ensure profit maximisation and support future and on-going business strategy

Operational Excellence is both fundamental in supporting the delivery of business strategy and critical to its bottom line performance.

This course will identify the key drivers and linkages to Operational Excellence which includes Service Delivery, Leadership, Operational Performance Measurement and Continuous Improvement.

In summary, it's about delivering "Results through People" by ensuring their buy-in, complete engagement and ownership of the Business Vision and Strategy

On completion of this five day training course you will receive your certificate which has been fully accredited by Qualifi, an official UK Government recognised awarding body



### ***BENEFITS, KNOWLEDGE, SKILLS GAINED BY ATTENDING THIS ACOE™ COURSE :-***

- Gain an accredited Certificate approved by a UK regulated body - Advanced Certificate in Operational Excellence (ACOE™)
- Use ACOE™ on your business card and on your resume
- The ACOE™ shows that you have completed International qualifications and that you have the skills and experience to manage effectively on a national, regional and global level
- The ACOE™ certificate will be received approximately one month following the close of the training course and will be issued jointly by Qualifi and BMTG.

# Advanced Certificate in Operational Excellence (ACOE<sup>M</sup>)



## **WHO SHOULD ATTEND THIS ACOE<sup>TM</sup> COURSE**

- Non-operational Business Owners / Managing Directors
- Operations Directors
- Operations Managers
- Operations Leads / Supervisors
- Customer Service Heads
- Executive Directors
- General Managers
- Divisional Heads
- Administration Managers
- Project Leaders
- Team Leaders
- Supervisors
- Contractors
- Management Consultants

*PLUS anyone else responsible for the management and support of Operational teams*

## **By attending this interactive ACOE<sup>TM</sup> course you will be equipped with the skills to:**

- Understand and appreciate the key drivers in delivering Operational Excellence test
- Ensure alignment of the operational function to the overall business strategy
- Ensure financial delivery including budgetary principles and team buy in.
- Deliver service excellence through a customer centric culture
- Support the human resources framework through staff appraisals
- Lead, manage and motivate your teams to exceed expectations
- Effectively monitor, measure and manage operational performance
- Achieve significant improvements in service delivery and staff engagement

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## **THE BMTG TRAINING STYLE**

- BMTG employ best practice interactive training techniques.
- All of our Trainers are highly experienced practitioners who have operated successfully in the field and are with BMTG by reputation and invitation only. We have no 'beginners'. All of our Trainers have themselves been trained in BMTG techniques and our style is common throughout our entire portfolio of courses.
- The BMTG technique involves classroom lecturing, highly intensive case study / role playing sessions, classroom interaction and feedback, one to one coaching from the Trainer, and a final examination.
- BMTG have found this to be one of the most effective training methodologies to date and many large multinationals and training companies have also taken up this approach.

## **BRITISH COUNCIL CERTIFICATE VALIDATION**

The British Council creates international opportunities for the people of the UK and other countries and builds trust between them worldwide and has offices in more than 100 countries and territories and are active in many more.

The British Council creates long term relationships and oversees Cultural, diplomatic and economic benefit for the UK

The British Council provides access to the UK's assets (language, arts, education and society), especially in big and emerging markets, as well as opportunities for millions of people to engage in global dialogue.

The British Council is operationally independent from the UK government, which enables them to build trust on the ground in places and with people where relationships with our country, society and values are strained.

It is also the United Kingdom's international organisation for cultural relations and educational opportunities.

For information on The British Council in your own country please refer to :-

<http://www.britishcouncil.org/new/articles/maps/>

The British Council in your country can validate the authenticity of your certificate to confirm that the issuing institution is an accredited one in the UK. This gives you, as a successful BMTG delegate, the added security that your qualification is accredited not only by Qualifi, under the UK Regulatory Framework, but also validated by a prestigious representative body like The British Council.

If you would like to have your certificate validated by the British Council, please let us know by emailing [info@bmtg.org](mailto:info@bmtg.org) and include details of your course (eg dates, location, qualification and certificate number) and we will advise you of the process

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## MEET YOUR TRAINING COURSE DIRECTOR: Ian Shipley



Ian is a highly accomplished, passionate, visionary, and results driven Operational management professional who has spent more than 20 years at a senior level within the service sectors within UK FTSE 100 and FTSE 250 companies.

The common factor throughout Ian's career has been a passion around service excellence and delivering results through highly motivated teams.

Ian has been responsible for delivering major turn-around and business transformation through creating a culture where people feel comfortable to make decisions, take ownership and make it happen.

Ian is the lead author of the ACOE<sup>TM</sup> course which has received critical acclaim from all delegates

## Course Outline

### Aligning Operations to Strategy

- Corporate Vision and Mission
- How operations delivers the strategy
- Cascading objectives

### Operational Performance Management

- Measures of operational success
- Other drivers
- Linkage to objective setting
- The Circle of Success

### Budgeting

- To budget or not ?
- Principles of budgeting
- Explore direct and in-direct costs
- Use in driving forecasting
- Tracking variances
- Reporting cycles and process
- Beyond budgeting

### Leadership

- Leading v's managing
- Identifying the difference
- Operational structure and span of control
- Importance of a balanced team
- Personality types and their interaction

### Capacity Planning

- Identification of influencers
- Understanding Trends
- Impact of Productivity

### Supply Chain Management

- Definition
- Key Aspects
- Procurement, price and additional drivers
- Inventory Management

### Operational Measurements

- Measuring and using KPI's
- Measuring and using SLA's
- Support of contracts and use for bids
- Health & Safety
- Internal Audit and Compliance

### Continuous Improvement

- Root Cause Analysis
- Drive Change
- Monitoring progress
- Positive movement of the "goal posts"
- Behavioural and cultural impact

### Appraisals (Reviews)

- Principle of reviews
- Personal Development Plans
- Succession Planning
- Principle of performance related pay

### Motivation

- Staff engagement and communication
- Creating a vision and empowering others to act
- Types of Staff Recognition Schemes

**The programme will include a series of group exercises, a personality profile and case studies with a high level of delegate interaction .**

### 1 Personality Profiling Test

**Plus up to 8 Detailed and Relevant Case studies**

### ACOE<sup>TM</sup> Examination\*

*\* Only those who successfully complete the examination and participate effectively in the course case studies will receive the Advanced Certificate in Operational Excellence ACOE<sup>TM</sup>*