High Efficiency Operations Management

Overview

In today’s fiercely competitive business environment, high efficiency operations management has become an important competitive tool. This program is designed to introduce you to cutting-edge models and practical tools for effective management of your plant, service operation or your supply chain. As a participant you will learn how to design and implement effective practices to improve your operations to gain significant competitive advantage, special attention will be given to topics including: waste and cost reduction, effective inventory control, capacity and cost management, variability reduction, lean operations, and partnering with suppliers and customers to reduce global costs and increase service levels. This program will give you tools you can use immediately in your own operations.

Learning Objectives

- Improve your manufacturing and service operation
- Reengineer your supply chain for competitiveness
- Apply cutting-edge models and practical tools
- Explore proven practices and techniques
- Reduce cost and increase service levels
- Cut lead times
- Understand and apply lean process to your own operations

PROGRAM DATE

Hong Kong
Nov 25 – 27, 2019
Nov 23 – 25, 2020

FEE // US$5,900
Program fee includes:
• Tuition
• Instructional materials
• All lunches, and coffee/snack breaks

CONTACT

+852 2509 9088
um-asia.exec.ed@umich.edu

WEB

https://michiganross.umich.edu/programs
Program focus:

**Introduction to Efficient Operations**
- Corporate and Operations Strategy—Strategic Fit
- Measures of operations effectiveness
- Key issues in operational design

**Hands on Simulation to Learn Lean Practices**

**Lean Operations**
- How to implement lean in your operations
- Value Stream mapping
- Developing a kaizen culture
- Effective pull Systems

**Inventory Management and Risk Pooling in a Supply Chain**
- Inventory management with demand variability
- Effects of lead times and supplier reliability on inventory management
- Risk pooling
- Bullwhip effect

**Supply Chain Simulation to Learn effective SCM Practices**

**Understanding and Improving Key Operational Performance Measures**
- Throughput
- Lead Times
- Cost
- Inventory

**Supply Chain Integration**
- How to counter the bullwhip effect
- Information as a replacement for inventory
- The role of supply chain contracts in integration

**Strategic Partnering and Outsourcing**
- Vendor-managed inventory vs. continuous replenishment or quick response
- Collaborative planning, forecasting and replenishment

**Accurate Response in a Global Supply Chain**
- Making sourcing decisions in a global supply chain: opportunities and risks

**Design for Supply Chain Management**
- How to design products to improve supply chain/operational performance
- Mass customization

**Role of Third Party Logistics Providers in your operations**
- Functions to outsource to 3PL
- How to choose a 3PL

Who Should Attend:

This program is designed for senior and middle level managers with responsibilities such as operations management, manufacturing management, services management, supply chain management, distribution management, inventory control, and procurement. Consultants or general managers who would like a broader understanding of how efficient operations can be an effective tool to increase profits will also find this course valuable.
**Benefits of Attending:**

As a participant in this program, you will:

- Explore successful efficient operations practices and how to implement them in your own organization.
- Develop a framework for implementing effective inventory control, logistics and supply chain management. Develop frameworks to cut costs, improve throughput and cut lead times.
- Learn how to partner with suppliers and customers to reduce global costs and increase service levels.

*By attending this program, you will receive 1 credit towards our Distinguished Leader Certification and will personally be rewarded with Life-time Scholarship and Peers Vouchers to develop your chosen peer. Visit our website for more details: [https://michiganross.umich.edu/programs](https://michiganross.umich.edu/programs)*

**Unique Feature:**

This program has hands-on simulations where the participants improve operations in a manufacturing process as well as supply chains. Several spreadsheet and software tools are given to the participants for use in their current operations and to come up with improvement plans. Participants will also interact in teams to brainstorm about operational improvement opportunities and challenges in particular industries.
Izak Duenyas

Herrick Professor of Business
Professor of Technology and Operations
Stephen M. Ross School of Business, University of Michigan

Izak Duenyas is the Herrick Professor of Business and Professor of Technology and Operations at the University of Michigan Ross School of Business, and a former Associate Dean for Faculty Development and Research. He also holds a courtesy appointment at the Department of Industrial and Operations Engineering. He received his PhD from Northwestern University in 1991.

Professor Duenyas’ research interests are in the performance analysis and optimal control of complex production and service systems. He has widely published articles on production and inventory control, supply chain management, and optimal analysis and control of queuing systems. Professor Duenyas has served as the project director in grants totalling more than $2 million from the National Science Foundation and private industry, and has advised projects and done training in many companies such as Alcoa, Novellis Ford, GM, Merck, Teva, GE, ICBC, Apple, Foxconn, Dell and others. He has also been awarded a CAREER grant for his research by the National Science Foundation. Professor Duenyas is a co-director of a highly successful continuing education certificate program at the University of Michigan on “lean” manufacturing. At the University of Michigan Business School, Professor Duenyas teaches the core class on operations and supply chain management, and a popular elective on consulting.

Michigan Ross Executive Education

Michigan Ross Executive Education was recently named a Top 5 global provider by the Financial Times. We offer approximately 20 different open enrollment offerings and a variety of custom programs annually, serving over 4,000 business executives around the world. Ross has locations in Hong Kong, Mumbai and Singapore and delivers programs globally wherever our corporate partners request.
Contact and Registration Info

Once you have registered for one of our programs, a unique registration number is assigned and an acknowledgement letter is sent within 3 working days. The participant will also receive a confirmation via e-mail within 3 working days, along with a softcopy of the invoice. This communication ensures that a place will be reserved for you in the program. Due to costs associated with establishing, holding, and refilling participant slots, along with the associated costs of pre-course materials, the following cancellation charge schedule has been established. The program fee includes tuition, tea breaks & lunches, and all instructional materials. In order for you to have sufficient time to prepare the pre-reading materials and settle the program fee, we suggest sending us the registration at least 8 weeks prior to the program.

Cancellation Policy

Cancellation fees are based on the number of weeks from the class start date your request is received. You must notify us of your cancellation in writing via email, fax, or postal mail.

You may cancel six or more weeks prior to the start of a program without incurring a fee. Due to the inherent costs of establishing, holding, and refilling participant slots along with associated costs of pre-course materials, the following cancellation fee schedule applies:

- Two to six weeks prior to program start - 50% of program fee
- Within two weeks of program start - 100% of program fee

Venue

(to be confirmed)

We will provide information of recommended hotels to you upon enrolment confirmation.

PLEASE note: The hotel can only take room reservations. All program registrations must be directed to um-asia.exec.ed@umich.edu or 852.2509.9228 (fax).

Please indicate you are a University of Michigan Executive Education participant when making reservations and you will receive a discounted room rate (subject to availability). Participants are responsible for their own accommodations and travel arrangements.

If you have special dietary concerns, please contact us as soon as possible at the Asia Pacific Regional Office.

Transfer and Substitution Policy

We can accept transfers to an alternate program offering. All transfer notices must be received by email, fax, or mail before the start of the program. Transfer requests received within 2 weeks of the program start are subject to a US$250 transfer fee. Qualified substitutes for registrations can be accommodated with advance written notice.

If you choose to defer or substitute your program fee to a future program session, that program must be attended or all funds previously paid will be forfeited. Only one deferral or substitution per registration is allowed and the new session must occur within one year of the original session date. Please note that 100 percent of the full tuition will be forfeited if one of the following occurs:

- The registrant does not enroll in another program within one year of the original start date
- The registrant has not requested a refund within one year of the original start date

The University of Michigan reserves the right to change without notice any statement in this bulletin concerning, but not limited to, curricula, courses, faculty, tuition, fees, policies and rules. If course or curriculum changes take place after you commence the program we will make every effort to implement the changes in your best interest.
HIGH EFFICIENCY OPERATIONS MANAGEMENT

FOCUSED PROGRAMS

Registration Form - Stephen M. Ross School of Business at the University of Michigan

HIGH EFFICIENCY OPERATIONS MANAGEMENT

Please mail or fax the completed registration to our office

Hong Kong

Executive Education
Asia Pacific Regional Office

Asia Pacific Regional Office
Stephen M. Ross School of Business
University of Michigan
12/F Winsan Tower, 98 Thomson Road,
Wanchai, Hong Kong
Tel: 852.2509.9088  Fax: 852.2509.9228
Email: um-asia.exec.ed@umich.edu

☐ Hong Kong  Nov 25 – 27, 2019  US$5,900  Reg. Code:
☐ Hong Kong  Nov 23 – 25, 2020  US$5,900  Reg. Code:

If you have a Distinguished Leader Voucher, please quote your voucher reference. no: _____________________________

Registration Deadline: 4 weeks before the program. Registrations are accepted on a first come, first served basis.

Participant Information

☑ Mr.  ☐ Ms.  ☐ Dr.  ☐ Miss  ☐ Mrs.

Full Name ________________________________ (As appears on the course roster and your diploma)

First Name ________________________________ (As appears on your name badge)  Last Name ________________________________

Title of Present Position ________________________________

Company Name ________________________________

Company Address ________________________________ (Please include street address and appropriate postal code for international courier delivery)

City __________________________ Postal Code ____________ Country __________________________

Telephone __________________________ Facsimile __________________________

Email __________________________ Company Website __________________________

Department ________________________________

List language(s) in which you are fluent ________________________________

(Applicants must be proficient in English)

All information submitted will be kept confidential

Continued on next page >>
How Did You Hear About Us? (You May Choose More Than One)

- [ ] Advertisement
- [ ] Newspaper
- [ ] Magazine/Journals
- [ ] Promotion - [ ] Brochure  [ ] Catalogue  [ ] E-mail  [ ] Seminars/Exhibitions
- [ ] Recommendation by [ ] Supervisor  [ ] HR/T&D  [ ] Past participant  [ ] I have attended Michigan Executive Education program(s)
- [ ] I have met with a Michigan representative

Billing Information

(Please provide the following information if the invoice should be directed to someone other than the participant)

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Person In Charge Of Executive/Management Development For Your Company

By providing this information, this person will subscribe to our mailing list for regular updates of our program information.

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Do you plan to make a hotel reservation?  [ ] No  [ ] Yes - We will provide information of recommended hotels upon confirmation

By submitting this registration form, I have read and hereby agree to comply with the cancellation policy of Michigan Ross Executive Education. I also understand that payment of the program fee is required prior to the program. Upon registration, the University shall issue an invoice for payment and a confirmation via e-mail within 3 working days.

Signature / Company Chop
Rankings

Across a wide range of criteria, Michigan Ross Executive Education and the Stephen M. Ross School of Business are consistently ranked among the world’s elite institutions.

Financial Times, “Top 4th in the World for Open Enrolment Programs Executive Education Rankings 2019”
The Ross School of Business at University of Michigan is rated highest for teaching methods and faculty.

Financial Times, “Top 6th in the World for Open Enrolment Programs Executive Education Rankings 2018”
The Ross School of Business at University of Michigan is up nine places to 11th overall and sixth for clients who say they would use the school again.

The first-of-its-kind report for The Financial Times ranks schools based on the “quality and breath of business schools’ postgraduate programmes.”

This global ranking evaluated the top-rated universities, based on a survey of 6,000 academics and 2,000 recruiters.

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Program Offerings are subject to change; visit website for the most up-to-date information.