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

Check our website for our Cancellation, Transfer and Substitution Policy
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.
Program Faculty:

**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, Novelis 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 30+ open enrollment offerings and a variety of custom programs annually, serving over 4,000 business executives around the world. In addition to the Michigan Ross Campus USA, Ross has locations in Hong Kong and Mumbai and delivers programs globally wherever our corporate partners request.

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