

EXECUTIVE EDUCATION

HIGH EFFICIENCY OPERATIONS MANAGEMENT

Learn cutting-edge models and practical tools for effective management of your plant, service operation or your supply chain

HONG KONG

October 20 - 22, 2021

**REGISTER
TODAY!**

um-asia.exec.ed@umich.edu

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TOP 10 GLOBAL PROVIDER

Financial Times, 2020

HIGH EFFICIENCY OPERATIONS MANAGEMENT

In today's fiercely competitive business environment, high efficiency operations management has become an important competitive tool.

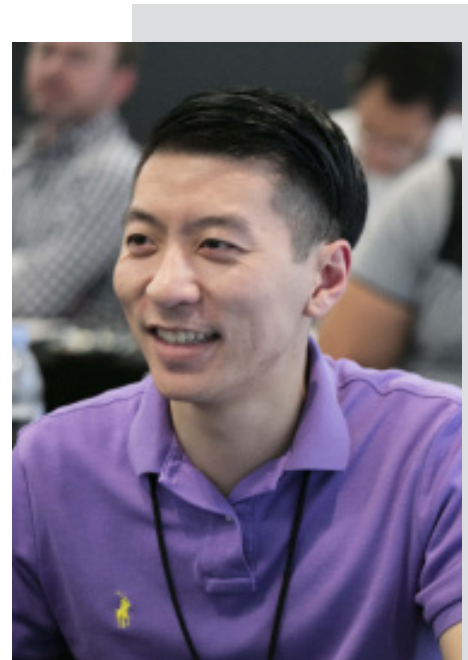
This program is designed to introduce you to cutting-edge models and practical tools for effective management of your plant, service operation or your supply chain. As a participant you will learn how to design and implement effective practices to improve your operations to gain significant competitive advantage, special attention will be given to topics including: waste and cost reduction, effective inventory control, capacity and cost management, variability reduction, lean operations, partnering with suppliers and customers to reduce global costs and increase service levels, and the role of artificial intelligence (AI) and the future of work in operations and supply chain. 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

BENEFITS OF ATTENDING:

- 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.



WHO SHOULD ATTEND:

- 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 looking for a broader understanding of how efficient operations can be an effective tool to increase profits

Typical titles include:

- Operations Director
- Supply Chain Manager/Director
- Senior Manager, Operations
- Senior Plant Manager

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PROGRAM STRUCTURE

At Michigan Ross, you'll be challenged and energized by dynamic, interactive learning experiences alongside Ross' top-ranked faculty and other senior executives. This program is presented through hands-on simulations where participants improve operations in a manufacturing process as well as supply chains. Several spreadsheet and software tools are given to 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.

DAY 1

- Linkage Between Firm Strategy and Operations and Supply Chain Strategy
- Key Operational Metrics and How to Improve Them
- Value Stream Mapping and Link between Operational Measures and Financial Performance
- SIMULATION: Introduction to Plant/Inventory Capacity

DAY 2

- Understanding How to Improve Throughput and Capacity Management
- How To Improve Flow Times and Delays
- Supply Chain Strategy
- Inventory Management (Fashion and Short Life Cycle Products)

DAY 3

- Inventory Management of Long Life Cycle Products
- SIMULATION: Managing Global Supply Chains
- Role of Artificial Intelligence (AI) in Operations/Supply Chain
- Supply Chain Coordination
- Future of Work in Operations/Supply Chain

OUR WORLD-CLASS FACULTY

At Michigan Ross, you'll engage with some of the world's most renowned experts. Our faculty have collectively authored hundreds of articles and dozens of books. They travel the world, sharing their expertise with Fortune 100 companies in virtually every sector. They're prolific thinkers and creators of revolutionary studies and frameworks. Most importantly, they are determined and dedicated to leveraging their extensive knowledge to help you succeed.

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IZAK DUENYAS FACULTY DIRECTOR

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.



THE MICHIGAN DIFFERENCE

THE UNIVERSITY OF MICHIGAN

Founded in 1817, University of Michigan is one of the first public universities in the U.S. U-M is one of only two public institutions in the U.S. consistently ranked in the top ten, and has more than 100 top-ranked graduate programs.

U-M maintains a global presence including initiatives in Southeast Asia, Brazil, Russia, India, and China.

MICHIGAN ROSS

Founded in 1924, the Stephen M. Ross School of Business at the University of Michigan is grounded in the principle that business can be an extraordinary vehicle for positive change in today's dynamic and global economy. Our unique approach focuses on action-based learning and interdisciplinary, team-oriented situations.

As a general management institution, Michigan Ross has earned acclaim for academic excellence. Approximately 230 faculty members research, consult and teach in all areas of business.

EXECUTIVE EDUCATION

Michigan Ross offers 30+ diverse open enrollment offerings and numerous custom programs annually, serving more than 4,000 executives around the world.

Open Enrollment Programs

Michigan Ross Executive Education was recently named a Top 5 global provider by the Financial Times. The FT survey examined the open enrollment programs offered at 75 schools, weighing factors from faculty to follow-up. Among the highlights, Ross excelled with unique course design, renowned faculty, and participants reporting new skills and learning to impact personal and organization performance. We invite you to join us for any of our open enrollment programs in Michigan (U.S.), Hong Kong or Mumbai and to experience first-hand the Michigan Ross difference.

Michigan Ross Custom Programs

Ross delivers custom executive development programs for organizations throughout the world, wherever our partners request. In close collaboration with you, we identify clear business and learning objectives, design learning experiences that align with those objectives, and bring together a world-class faculty team — often including your company's leaders as teachers — to deliver a truly transformational experience for your top talent. And we do all of this with a deep commitment to delivering results and a return on your investment.

No matter your business challenge or strategic priority, Ross can be your partner in success. Contact us to arrange a consultation: um-asia.exec.ed@umich.edu.

REAL IMPACT:

Measurable Return On Investment

One of the United States' top integrated health delivery systems turned to Michigan Ross to help their leaders link core competencies to customer benefits; improve strategic agility and leadership; measure and drive customer service and satisfaction; and build high-performance teams.

An independent study was conducted to assess the organizational and personal impact of engaging with Michigan Ross. Here is what was found:

310% return on program investment

Significant reduction in key service area wait times

25% of participants were promoted within six months of program completion

15% improvement in decision-making

16% improvement in teamwork



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HIGH EFFICIENCY OPERATIONS MANAGEMENT

“ *This was an excellent program and I learned valuable information and gained a better understanding of operations and Supply Chain Management.* ”

–Dennis McCullough, Senior Business Consultant

Explore our programs at: michiganross.umich.edu/execed

HONG KONG

October 20-22, 2021

\$5,900 US

- Fee is payable in advance in US dollars and is subject to change
- Check our website for our Cancellation, Transfer and Substitution Policy

Fee includes:

- Tuition, books, instructional materials, lunch and coffee breaks

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