

OPERATIONS PLANNING DEVELOPMENT and IMPLEMENTATION

US 252032 / NQF Level 5 / Non-Credit Bearing

Organisations that have a clear strategy which is then transferred into the heart and minds of managers are those most likely to succeed. Translating this strategy into operations planning and passionately driving progress is a fundamental role as managers align themselves with delivering on the organisation's dreams.

In essence the operational plan should set out the goals of the team, section or department, how the goals will be achieved, and what resources are required to meet the goals.

This course will lead delegates through a detailed process of developing and implementing an effective operational plan for your department, division or small business.

WHO SHOULD ATTEND

- Management at various levels
- Heads of department, section heads or divisional managers
- Managers with more than one team reporting to them
- Business owners

HOW YOU WILL BENEFIT

- Develop an operational plan for a business or division that enables the organisational strategy
- Implement the plan for success
- A team that understands how they contribute to strategic success will be motivated to be productive
- Monitor, measure and evaluate the achievement of goals and objectives set out in the plan
- Determine and implement corrective action required to maintain focus towards goals

WHAT WILL BE COVERED

- Understanding the organisational strategic plan
- Developing operational strategy, goals, objectives and standards
- Aligning the operational objectives to the overall business strategic plan
- Developing an operational plan to achieve the goals and objectives
- Communicating the plan and obtaining "buy in"
- Implementing the plan
- Monitoring and evaluating implementation against plan

PTO For Table of Contents

Two-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinessstraining.co.za

TABLE OF CONTENTS

Module 1 Develop Operational Strategies for a Unit	Module 2 Develop an Operational Plan for a Unit
<ul style="list-style-type: none"> • Examine the strategic plan of an entity to determine the purpose of a unit in contributing to the achievement of the entity's strategy • Develop and record operational strategies for achieving the purpose of a unit • Align the operational strategy of a unit with the overall strategy of an entity • Follow a systematic process to develop goals, objectives and performance standards that are clear, concise, measurable and achievable • Involve stakeholders in the formulation of the goals, objectives and performance standards of a unit to obtain their commitment 	<ul style="list-style-type: none"> • Develop the operation plan to transform the goals and objectives into tasks, responsibilities, time frames, performance measures, resource needs and contingencies • Validate measurable parameters against customer and unit performance requirements • Describe monitoring systems in the operational plan to enable the measurement of progress and results against the performance standards • Obtain feedback on the operational plan from team members to promote buy-in in the implementation of the plan

Module 3 Implement an Operational Plan	Module 4 Monitor, Measure and Evaluate the Achievement of Goals and Objectives
<ul style="list-style-type: none"> • Implement the operational plan, with amendments where necessary, to meet the specified goals, objectives and performance standards • Ensure the optimal use of available resources during implementation to promote cost-effectiveness • Encourage the use of control measures by first line managers in the areas of their responsibility 	<ul style="list-style-type: none"> • Monitor the performance of the unit against the goals, objectives and performance standards in the plan using established monitoring systems • Conduct performance reviews to measure inputs and outputs of team members against the operational plan • Implement recommendations on corrective action with the agreement of the responsible first line managers • Evaluate results in terms of the teams' contribution to the performance of a unit