

SHORT COURSES

Duration: 36 Hours per module/5 Full days

MODULE / SHORT COURSE

FINANCIAL MANAGEMENT AND ACCOUNTING

Cost and Pricing analysis

OPERATIONS MANAGEMENT

Introduction to Operations Management
 Production Management Techniques
 World Class Manufacturing
 Demand Management and the JIT System
 Material Requirements Planning
 Quality Management

LOGISTICS MANAGEMENT AND SUPPLY CHAIN MANAGEMENT

Freight Care Management
 Management of Goods in Storage
 Planning Freight Logistics
 Purchasing Management
 Quality Assurance
 Quality Management, Planning and Control
 Relationship Management
 Strategic Procurement
 Strategic Supply Chain Management
 Inbound Logistics & Outbound Logistics
 Integrated Resource Planning
 Managing Freight Locations and Control

PROJECT MANAGEMENT

Project Control
 Project Initiation and Development
 Project Management
 Project Planning
 Project Tools and Techniques

SUPERVISORY DEVELOPMENT MANAGEMENT (DURATION OF EACH PHASE- 6 DAYS)

Productivity Quality Communications	SDP PHASE 1	Numeracy and Finance Problem Solving and Decision Making Systems Theory
First Line Management Planning Organising	SDP PHASE 2	Leading Controlling Understanding Business Culture
People Management Motivation Coaching and Delegating Negotiation Assertiveness	SDP PHASE 3	Change and Diversity Innovation and Creative Thinking Entrepreneurship Costing Systems Public Service Delivery Public Finance

HUMAN RESOURCE MANAGEMENT

Strategic Human Resource Management

SERVICE DELIVERY MANAGEMENT

Customer Service and Customer Relationship Management

