

Success in Business Operations

Monday	Introduction to Business Operations <ul style="list-style-type: none">• Operations & Strategy• The Operational Environment• The Supply Chain• Improving Performance• Measurement & Benchmarking• Managing Information• Decision Making• The Performance Pyramid• Risk Management
Tuesday	Employment Law in Practice <ul style="list-style-type: none">• The English Legal System• Employment Tribunals• Breach of Contract• Role of ACAS• Recruitment• Employment Status• Employment Rights• Employment Contracts• TUPE• Unfair Dismissal• Discrimination• Leave and Related Entitlements
Wednesday	Business Operations <ul style="list-style-type: none">• Managing Quality• Lean Tools• New Developments in Management• Management Techniques• Performance Management• Managing Change• People Management Skills
Thursday	Ranmoor Case Study
Friday	Business Operations (contd.) <ul style="list-style-type: none">• Entrepreneurship• Successfully Managing Business Operations