

Maximize efficiency. Reduce risk. Improve quality.

Certificate of Integrated Operations Management

Operational excellence doesn't happen until it's actually put into action.

Designed for professionals who wish to improve operations in their organizations, the Certificate of Integrated Operations Management (CIOM) examines proven techniques to maximize efficiency, reduce risk, and improve quality. This 12-week program integrates operations, quality, and project management and concludes with the development of a process improvement plan.

Through in-class discussion, analysis, simulation, project work, and corporate visits, participants learn to design, control, and improve the systems that make operations happen.

This program includes an Employer-Driven Project. Participants must come prepared with a project idea related to their current operations in order to develop a process improvement plan to support advanced performance within their organization.

After completing this program, participants will be able to:

- Take a 360 degree view of operations functions and identify potential blind spots and improvement areas
- Improve operations management systems, planning, value chain, and the measurement of performance
- Utilize selection and analysis techniques for goods and services
- Improve project estimating, scheduling, budgeting, costing, and resource management
- Utilize tools and techniques for quality improvement
- Implement supply chain concepts, lean, and sustainability into the organization
- Improve quality in supplier and customer relationships



To learn more, visit or call:

davenport.edu/ipex/operations | (616) 233-2589

Certificate of Integrated Operations Management (CIOM) Topics

- Week 1: Operations Management Strategy and Value Chain
- Week 2: Project Management and Quality and Performance Excellence
- Week 3: Goods, Services, and Supply Chain Design
- Week 4: Process Selection Design and Analysis
- Week 5: Facilities, Work Design/Schedules, and Lean
- Week 6: Budgeting and Forecasting
- Week 7: Capacity Planning
- Week 8: Supply Chain and Measuring Performance/Analytics
- Week 9: Resource Management and Sustainability
- Week 10: Scheduling, Monitoring, and Measurement
- Week 11: Corporate Visits/Corporate Responsibility
- Week 12: Employer-Driven Project Presentations

Who should attend?

- Managers or aspiring managers in operations, procurement, supply chain, production, manufacturing, warehousing, inventory, quality, R&D, and project management
- Professionals responsible for elevating the performance of a company, division, plant or value-stream

What's Included:

- Course materials
- 12-months access to the LMS
- Lunch and refreshments for each session
- Framed certificate
- 9 undergraduate credits or 3 graduate credits
- Development of a comprehensive process improvement plan (Employer-Driven Project)

Employer-Driven Project:

Each CIOM participant will develop a process improvement plan related to his/her business. Projects will be presented the last day of class. Key stakeholders are invited to attend.

Need funding?

- This course results in academic credit and is tuition reimbursement eligible
- Utilize our convenient payment plan option or apply for a personal education loan

Cost

Regular Price - \$4,495

Early-Bird Price - \$3,995



Davenport University's Institute for Professional Excellence is authorized by IACET to issue 13.5 CEUs for this program.