Jimma University

# OPERATIONS MANAGEMENT

## ONLINE SHORT COURSE

Power your organisation to outperform competitors. Plan for the future with connected, modern operations solutions.



IN COLLABORATION WITH AHADU ACADEMY



# ABOUT THIS COURSE

What does it take to build a thriving business in an era defined by technological innovation, supply chain constraints, and growing consumer expectations? Perhaps it's the ability to forecast and stay ahead of digital and customer trends, to find new ways of managing labour and production assets, or make a full-on investment in sustainable practices that will ensure success. What is certain is that an organisation's ability to meet its goals hinges on its multifaceted operations management function. And just as consumer needs evolve with the times, so should the processes and strategies involved in running an efficient, profitable business in both the manufacturing and service sectors.

On the eight-week Operations Management online short course from Jimma University, you'll learn to improve core operational capabilities with access to cutting-edge concepts, techniques, and insights. With a focus on systems and lean thinking approaches, you'll gain the ability to anticipate and solve operational issues that arise in an ever-changing economy. In addition, you'll discover how to use key performance indicators (KPIs) to analyse and improve processes and better manage quality, capacity, inventory, waste, and risk. Finally, with guidance from expert Jimma University faculty, you'll discover updated strategies, technologies, and forecasting techniques to streamline your operations now and in the future.

COURSE DURATION
**8 weeks**
Excluding orientation

EFFORT
**8–10 hours per week**
Self-paced learning, entirely online

LANGUAGE
**English**
Access resources from start date

LEARNING METHOD
**Cohort-based learning**
Group learning, expert guidance

**+251 956 69 14 14** | **REGISTER NOW** | **info@ahaduacademy.com**

# WHAT THIS COURSE COVERS

This online course uncovers the role of the operations manager in contributing to an organisation's stability and success, especially as the business world becomes increasingly complex. Over eight weeks, you'll unpack the 10 principles that operations managers should follow when making short- and long-term decisions that affect goods production, customer service, and market share. You'll find out how to benchmark and define effective operations processes using key performance indicators, and how organisational design can be used to better manage and motivate teams. Next, you'll embrace the commercial aspect of operations as you learn to interpret financial information and practice using an operations budget and demand forecast. You'll explore demand patterns and how they relate to planning and scheduling in the manufacturing and service industries. In addition, you'll learn when and how to use lean thinking strategies for everything from inventory and waste management to quality improvement. Finally, you'll discover how to navigate risk from the perspective of an operations manager, guided by Jimma University experts.

Key themes woven into our worldwide manufacturing top 10 predictions for 2024 to 2026 include the focus on balancing resiliency and efficiency, supply chain management, product and service innovation, digital commerce, talent gaps, sustainability, and the emerging role of generative AI (GenAI).

*IDC FutureScape (Accessed May 2026)*

The 2026 focus is on "Agentic Transformation". Leading companies are now increasing tech budgets by over 10% annually to scale AI systems that autonomously plan and act across workflows.

*McKinsey (Accessed May 2026)*



# WHO SHOULD TAKE THIS COURSE

The operations function comprises various roles and responsibilities, all of which require insight into financial forecasting, staff capacity management, waste management, quality management, and strategy and risk. As a result, this online short course will appeal to both existing and junior operations management professionals who'd like to gain a more extensive understanding of the function. Experienced operational employees can use this course to keep up with the latest advancements in the industry, such as digitalisation, sustainability, automation, and e-commerce operations. Adjacent industry professionals and those interested in exploring new prospects will gain the confidence to make a career change. In addition, the course content will benefit professionals in the manufacturing and service sectors.

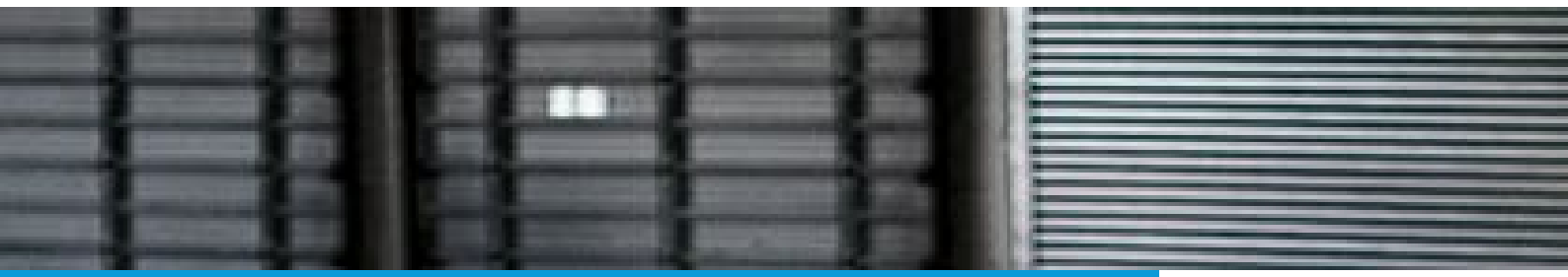
# THIS COURSE IS FOR YOU IF YOU WANT TO:

1. **DEVELOP A LEAN THINKING APPROACH**
   Reduce waste in all operations to optimise production, prioritise customers, and streamline your business processes.

2. **FIND A NEW CAREER PATH**
   Unlock opportunities in the operations industry with access to cutting-edge concepts, strategies, and faculty insights.

3. **EVOLVE WITH THE MARKETPLACE**
   Anticipate and solve operational challenges that exist in a continuously evolving business world.

4. **VALIDATE YOUR KNOWLEDGE**
   Earn a certificate of completion from Jimma University and receive 24/7 support throughout your learning journey.



# WHAT WILL YOU LEARN ON THIS COURSE?

Find out more about the learning outcomes you'll achieve as you progress through the **8 modules** of this course:

*Please note that module titles and their contents are subject to change during course development.*

## ORIENTATION MODULE

### WELCOME TO YOUR ONLINE CAMPUS

You'll be welcomed to the course and begin connecting with fellow students, while exploring the navigation and tools of your Online Campus. Be alerted to key milestones in the learning path, and review how your results will be calculated and distributed.

You'll be required to complete your student profile, confirm your email address for the delivery of your digital certificate, and submit a digital copy of your passport/identity document.

## MODULE 1

### INTRODUCTION TO OPERATIONS MANAGEMENT

*Explore the fundamentals of operations management.*

- Define operations management
- Recognise the role of operations in relation to the functions of a company
- Identify operational inputs, outputs, processes, and feedback
- Interpret the role of the operations manager
- Identify the key principles of operations management
- Outline the impact that various external pressures have on decision-making in operations management

## MODULE 2

### MANAGING AND MEASURING PROCESSES

*Delve into the relationship between key performance indicators (KPIs) and how to define effective operations processes.*

- Describe how KPIs and benchmarks fit within the transformation model
- Articulate the role of KPIs and the importance of benchmarking
- Analyse a process flow based on key characteristics of various process types
- Evaluate a process flow diagram to improve an operation



## MODULE 3

### MANAGING CAPACITY AND PEOPLE

*Consider ways to strategically manage resources to achieve organisational goals.*

- Discuss the importance of organisational design to meet business objectives
- Determine the facility layout, equipment, and support needs of work teams to meet strategic goals
- Apply the fundamentals of organisational design to departmentalisation and defining jobs
- Articulate the importance of strategic recruitment, selection, onboarding, and ongoing training processes to achieve operational success
- Investigate how operations management motivates and engages employees for productive work

## MODULE 4

### FINANCIAL ANALYSIS AND FORECAST STRATEGY

*Learn how to use financial information and demand forecasting in operations.*

- Recognise the elements of financial analysis and forecasting that are relevant to operations management
- Discuss the importance of the finance function for operations management
- Interpret a demand forecast
- Determine whether an operation can meet the demand forecast based on the operational budget

## MODULE 5

### PRODUCTION PLANNING AND SCHEDULING

*Discover how to use demand patterns and production planning strategies to complete a Master Production Schedule.*

- Recognise the roles and tasks of production planning and scheduling
- Identify the demand patterns used for production planning
- Discuss planning issues that are specific to service and manufacturing industries
- Use demand patterns and production planning strategies to complete a Master Production Schedule

> ***Working in Home Affairs, I found this course particularly relevant to my day-to-day responsibilities. It helped me better understand workflow management, resource allocation, and how to improve service delivery. I especially appreciated the practical examples, which I could relate to situations in my workplace. It was a very useful learning experience.***

**Henok Alemayehu**
**Past Student**



## MODULE 6

### INVENTORY AND WASTE MANAGEMENT

*Examine the importance of managing inventory and waste.*

- Indicate the importance of the economic order quantity to facilitate inventory and waste management
- Identify the basic principles of lean thinking
- Articulate the role of technology in improving inventory and waste management
- Analyse factors that contribute to effective supply chain management
- Assess the efficacy of various lean techniques to manage inventory and waste

## MODULE 7

### QUALITY MANAGEMENT

*Encounter lean options for managing quality.*

- Identify the dimensions of quality from industry and customer perspectives
- Indicate how lean thinking in systems and programmes contribute to improved quality
- Determine the quality of a process
- Analyse a process to deduce the most appropriate improvement strategy
- Debate whether the goals of quality improvement are realistic given the challenges on the shop floor or in the service sector

## MODULE 8

### OPERATIONAL RISK MANAGEMENT STRATEGY

*Explore risk from the perspective of an operations manager.*

- Describe risk in the context of operations management
- Explain the difference between operational and enterprise risk management
- Determine the type and degree of risk to an operation
- Analyse the strengths and weaknesses of an operational risk management plan



# ABOUT THE CERTIFICATE

Earn a certificate of completion from Jimma University as recognition of your newly developed skills.

Assessment is continuous and based on a series of practical assignments completed online. In order to be issued with a digital certificate, you'll need to meet the requirements outlined in the course handbook. The handbook will be made available to you as soon as you begin the course.

Your digital certificate will be issued in your legal name and issued upon successful completion of the course, as per the stipulated requirements. Please note, due to additional administrative requirements, at times Jimma University course certificate issuance may be delayed by several weeks/months.

# WHO YOU'LL LEARN FROM

This subject matter expert from Jimma University guides the course design and appears in a number of course videos, along with a variety of industry professionals.

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YOUR COURSE CONVENOR

**Selomon Kumsa**

*Chair, Commerce Faculty Ethics in Research Committee and Lecturer, Section for Applied Management, School of Management Studies, Jimma University*

# YOUR SUCCESS TEAM

Ahadu Academy, with whom Jimma University is collaborating to deliver this online course, provides a personalised approach to online education that ensures you're supported throughout your learning journey.



### HEAD TUTOR

A subject expert who'll guide you through content-related challenges.



### SUCCESS ADVISOR

Your one-on-one support available during university hours to resolve technical and administrative challenges.



### GLOBAL SUCCESS TEAM

Available 24/7 to solve your tech-related and administrative queries and concerns.

# A POWERFUL COLLABORATION

Operations Management is offered by Jimma University, with online learning support from Ahadu Academy.

## ABOUT JIMMA UNIVERSITY

Jimma University is a prominent public research university located in Jimma, Oromia Region, Ethiopia, officially established in December 1999 following the merger of the Jimma College of Agriculture (founded in 1952) and the Jimma Institute of Health Sciences (founded in 1983). Operating under the motto “We are in the Community!”, the university is widely recognized as a pioneer of Community-Based Education, offering dozens of undergraduate and postgraduate programs across fields like health sciences, technology, and agriculture while consistently ranking among Ethiopia’s top higher-learning institutions.

## ABOUT AHADU ACADEMY

Ahadu Academy supports learners throughout their online course experience.

# WHY CHOOSE AHADU ACADEMY?

Ahadu Academy stands out as the premier choice for your online education journey. In collaboration with Africa’s leading universities and institutions, we offer a premium learning experience that focuses on your career aspirations. Our market-driven courses are designed to equip professionals with the skills needed for career advancement or a fresh start. By leveraging a data-driven approach, we ensure our courses align with future industry demands. Guided by top educators from renowned institutions, our platform integrates seamless technology for an optimal online learning experience. Backed by a dedicated team, ample resources, and cutting-edge technology, Ahadu Academy is not just an education provider – we are here to empower your potential. Choose Ahadu Academy for an education that goes beyond, shaping a pathway to your brighter future.

# PAYMENT OPTIONS

You can pay your course fees before the course starts, or you may opt for a two-part payment plan on courses that are eight weeks and longer. To find out more about payment options please contact an Enrollment Adviser.

**Payment plan:** spread the cost of your course over multiple payments, interest-free.

# SEEK EMPLOYER ASSISTANCE

By improving your skills and industry knowledge, you'll have an influence on the success of your organization. Why wouldn't you ask your boss to help you fund your studies if it's going to have an impact on the way you do business?

If you are a Learning & Development (L&D) manager, or involved in training and upskilling for an organization, you can request information regarding our corporate offering on our Ahadu Academy for Business page.

# MANAGE YOUR TIME

Ahadu Academy's learning model is designed to help you, as a working professional, improve your skills without compromising on work and family responsibilities. The coursework is broken up into weekly, manageable bite-sized modules, with incremental deadlines, designed to help you pace yourself over the duration of the course and allow you the legroom to work when it suits you best.

# HOW TO CHANGE YOUR START DATE

As part of our commitment to your professional development, Ahadu Academy offers you a two-week period to change your course start date or request your money back if you're not fully satisfied.

To qualify for a deferral of your course start date, or to cancel your enrollment and receive a refund of your course fee, your request would need to reach our Success Advisers before the release of Module 2. For more information, please read our terms and conditions.

# DISCOVER THE ONLINE CAMPUS

The online campus will be your virtual classroom for the duration of your course. Through its easy-to-use interface, you'll have access to a diverse variety of course content formats including interactive videos, module notes, practice quizzes, presentations, assignment briefs, and additional web resources.

On the online campus, you'll also be able to ask questions and interact with your fellow students and teaching team through the discussion forums.

# ASSESSMENT EXTENSIONS

Ahadu Academy assessments are scheduled weekly. As our learners are working professionals, we allow a maximum of two (2) extension requests per student for the entire course. Extensions are not automatic and will be granted only after review. Approved extensions will normally be granted for up to 5 days only, and requests must be submitted at least 24 hours before the assessment deadline.

# HOW YOU'LL LEARN

Every course is broken down into manageable, weekly modules, designed to accelerate your learning process through diverse learning activities:

- Work through your downloadable and online instructional material
- Interact with your peers and learning facilitators through weekly class-wide forums and reviewed small group discussions
- Enjoy a wide range of interactive content, including video lectures, infographics, live polls, and more
- Investigate rich, real-world case studies
- Apply what you learn each week to quizzes and ongoing project submissions, culminating in the ability to design and improve your organisation's core operational capabilities

# TECHNICAL REQUIREMENTS

### BASIC REQUIREMENTS

In order to complete this course, you'll need a current email account and access to a computer and the internet, as well as a PDF Reader. You may need to view Microsoft PowerPoint presentations, and read and create documents in Microsoft Word or Excel.

### BROWSER REQUIREMENTS

We recommend that you use Google Chrome as your internet browser when accessing the Online Campus. Although this is not a requirement, we have found that this browser performs best for ease of access to course material. This browser can be downloaded *here*.

### ADDITIONAL REQUIREMENTS

Certain courses may require additional software and resources. These additional software and resource requirements will be communicated to you upon registration and/or at the beginning of the course. Please note that Google, Vimeo, and YouTube may be used in our course delivery, and if these services are blocked in your jurisdiction, you may have difficulty in accessing course content. Please check with an Enrollment Adviser before registering for this course if you have any concerns about this affecting your experience with the Online Campus.



JIMMA UNIVERSITY

# OPERATIONS MANAGEMENT

ONLINE SHORT COURSE

## READY TO START YOUR LEARNING JOURNEY?

**REGISTER NOW**


**CONTACT AHADU ACADEMY**

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