



DEVELOP, IMPLEMENT AND EVALUATE AN OPERATIONAL PLAN

Unit Standard: 252032



Course Information



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| Qualification Title | National Certificate: Quality Management Systems |
| Course Name | Develop, Implement and Evaluate an Operational Plan |
| Course Level | 5 |
| Course Credits | 8 |
| Course Duration | Three days |
| Cost of Course | R 2 800,00 per delegate (excluding 15% VAT) |

Course Overview

The course is aimed at second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

This highly interactive and practical course is designed to provide delegates with a sound knowledge of all elements involved in Quality Management System practice or profession, this includes:

- Developing an operational plan for a unit.
- Implementing an operational plan.
- Monitoring, measuring, and evaluating the achievement of goals and objectives.

Quality Management System

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| Who Should Attend? | <ul style="list-style-type: none"> Designed for executives involved in leadership and the management of other managers in their divisions. |
| Course Objectives | <ul style="list-style-type: none"> The fundamental objective is to develop, implement, and evaluate an operational plan. |
| Benefits | <p>Benefits of this course include:</p> <ul style="list-style-type: none"> Knowledge and understanding system implementation. Developing the quality management system of the organisation. |

Course Content

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| Course Modules | <p>Course modules:</p> <ol style="list-style-type: none"> The strategic plan of an entity is examined to determine the purpose of a unit in contributing to the achievement of the entity's strategy. Operational strategies for achieving the purpose of a unit are developed and recorded. The operational strategy of a unit is aligned with the overall strategy of an entity. A systematic process is followed to develop goals, objectives and performance standards that are clear, concise, measurable and achievable. Stakeholders are involved in the formulation of the goals, objectives and performance standards of a unit to obtain their commitment. The operation plan is developed to transform the goals and objectives into tasks, responsibilities, time frames, performance measures, resource needs and contingencies. Measurable parameters are validated against customer and unit performance requirements. Monitoring systems are described in the operational plan to enable the measurement of progress and results against the performance standards. Feedback on the operational plan is obtained from team members to promote buy-in in the implementation of the plan. The operational plan is implemented, with amendments where necessary, to meet the specified goals, objectives and performance standards. |
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| | <ol style="list-style-type: none"> 11. Optimal use of available resources is ensured during implementation to promote cost-effectiveness. 12. The use of control measures by first-line managers is encouraged in the areas of their responsibility. 13. The performance of the unit is monitored against the goals, objectives and performance standards in the plan using established monitoring systems. 14. Performance reviews are conducted to measure the inputs and outputs of team members against the operational plan. 15. Recommendations on corrective action are implemented with the agreement of the responsible first-line managers. 16. Results are evaluated in terms of the teams' contribution to the performance of a unit. |
| <p>Certification and Assessments</p> | <p>All delegates who complete the summative assessment will be assessed, moderated, and receive a SOR (Statement of Results). Thereafter a Certificate of Competence from WWiSE (or SETA for qualifications) will be issued.</p> |

About WWISE

Who are we?

World Wide Industrial & Systems Engineers (WWISE) is an ISO consultancy, training, business solutions, and systems implementation firm based in Southern Africa that provides clients with effective business processes management solutions in preparation for ISO compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, both locally and internationally. We also strive to be the leading training providers in SHERQ, ISO, Engineering, Finance, Business, and Project Management.

What do we do?

Our services are aimed at the improvement of quality, efficiency, knowledge, and competitiveness of client companies. This service range includes:

- ISO and SHERQ Systems implementation services, whereby we assist clients in meeting the requirements of (but not limited to) ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001, and ISO 45001 Standards.
- Integrated Management Systems development whereby we integrate several business systems and management solutions into a single management system to comply with standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHERQ, Engineering, Finance, Business, and Project Management to meet job responsibilities and expertise requirements of International Standards.
- ISO and Legal Auditing which includes Gap Analysis Audits, Product, Process, Procedural, and Systems auditing by our registered SAATCA Auditors.
- Customised web-based solutions integrating current systems to be in line with ISO requirements.

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training, and auditing.