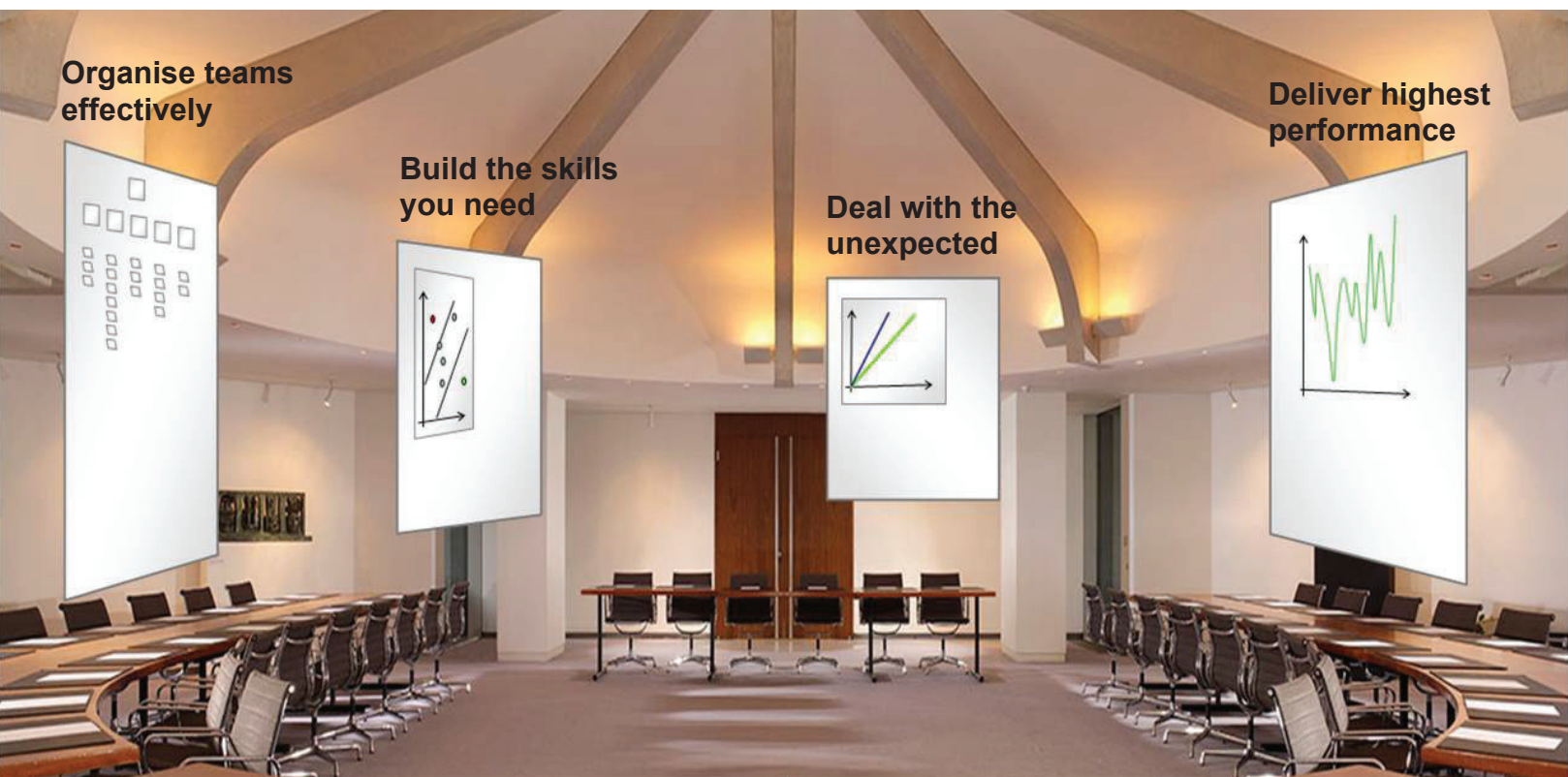


# Service Operations Management Challenge

## A 2-day Competition for Service Operations Managers

Operations management skills are a key enabler of performance. Send up to three teams of three people from your operations centres to test their skills in a 2-day simulation challenge. Teams in the Service Operations Management Challenge take over a struggling service operation and transform its performance. They must forecast workload, plan capacity, organise their teams, deal with the unexpected and deliver top results. Teams learn from the experience and from one other and the best balance of quality, service and productivity wins the Challenge.



**Organise teams effectively**

**Build the skills you need**

**Deal with the unexpected**

**Deliver highest performance**

### Organise teams effectively

- Management skills
- Prioritise work
- Specialist teams
- Succession planning
- Optimise overtime costs

### Build the skills you need

- Recruit and retain staff
- Develop and motivate
- Cross-skilling and flexibility strategy

### Deal with the unexpected

- Volume fluctuations
- Attendance
- Contingencies
- IT failure

### Deliver highest performance

- Set targets
- Track delivery
- Balance cost, quality, accuracy and service
- Deal with backlog
- Quality management
- Set the business up for long-term success

Teams can be drawn from a mix of internal trainers, team leaders and operations managers.

### Benefits for internal trainers

- View the content needed for operations manager training courses
- Compare simulation training with standard classroom styles and e-learning

### Benefits for team leaders

- Jump in thinking up to higher levels of management
- Face new issues and see new skills required
- Excellent testing for promotion

### Benefits for operations managers

- View of other business' best practices
- Improved skills and personal networks
- Ideas that can be applied immediately

*“It has given me the confidence that I can be very effective in managing my team.”*

*“The best course I have been on in all my time here.”*

## Fees

£795 per person attending; team of 3 = £2100  
 Discounts for early booking/ non-commercial attendees.  
 Includes all material, refreshments and lunch.

Participants receive briefing materials to prepare for the exercise before the Challenge begins. They also receive a working folder of templates for use both on the course and back in the office.



## Previous Participants

Previous participants have included site managers, department managers, trainers and team leaders from American Express, The Pension Service, Xansa, City University Business School, A.T. Keamey and many others.



## Application for the Service Operations Management Challenge

Company name .....

Number of teams .....

Applicant name .....

Applicant email .....

Phone number .....