

ODM Overview

Course #	ODM Core 1.0-1.5	Instructor Name: Jim Beswick
Classroom hours	Minimum 65	Instructor Email: jim@appliedperformance.ca
Independent working hours		Delivery Classroom/Boardroom & onsite
Grading	Letter Grade Standard	Dates Weeks 4-42
		Course capacity 15 max

[Why we need it](#)

Running an organization's operations is hard making it both effective and efficient is harder. An operating model means that key activities that need to happen daily, weekly and monthly are know and adhered to by all operations staff and management.

[Course Description](#)

The course will take the trainees through the process of designing their own operations delivery models. They will cover the fundamental concepts that support best practice operations combining ideas from Lean Management, Organizational Behavior and Management and other sources. The model they will build will iterative, starting with the 1st module and then being revisited and updated as further modules are completed and learnings are incorporated.

[Course Outcomes](#)

Upon completion of this course, the participant will be able to:

- Recognize the human factors in operations management and how they themselves react
- Assess the communication needs of an organization
- Employ workplace organizations tools and methods to improve work efficiency and workflow
- Distinguish the correct quality management methods to use in various situations
- Demonstrate the correct work planning methodology dependent on factors including work variability, lead times, volumes, company and customer needs
- Manage process improvement work using the PDCA methodology and select process improvement tools

[Course Delivery](#)

Course delivery will be combination of classroom teaching and simulations, workplace visits and exercises. The course will conclude with a group project, where the trainees will design and implement standard work and communications practices for their employer.

The trainee will be graded on their participation in the classroom activities and the group project

The course is delivered in 3 modules.

Applied Performance – Operations Delivery Model Training Program

Course Modules

This course is organized and delivered into following modules

Module <u>A</u>	1. Operations Management and Change 2. Communications and standard work
Module <u>B</u>	3. Workplace organization and workflow 4. Work planning
Module <u>C</u>	5. Quality management 6. Process improvement

Pre-requisites + Additional recommended materials:

There is no prerequisite for this course. It is expected that trainees complete all modules of the course.

Additional recommended materials are documented in each module.

Grading Scheme

A – Excellent. Showing comprehensive understanding of the subject matter and its implementation to workplace

B – Good. Clearly shows comprehension or subject matter and its implementation to workplace

C - Satisfactory. Basic understanding of subject matter and its implementation to workplace

D – Marginal. Poor comprehension of subject matter and its implementation

F – Fail. Did not satisfactorily attend or participate in training

Fees

The fee per trainee for each module is \$3,000.00 plus GST.

Of the \$3,000 fee two-thirds of this can be reclaimed, so cost per trainee per module is reduced to \$1,000. Support is given if required to complete the grant program.

Please note, the fee covers training support only. Consulting services are available separately.

Alberta Training Grant

The training can be claimed for against the Canada-Alberta Job Grant program.

- An employer is eligible to receive up to \$10,000 in funding per trainee per fiscal year (April 1 to March 31)
- Employers will pay 100 per cent upfront and receive reimbursement for up to two-thirds of eligible costs

Full details of the program are at <https://www.alberta.ca/canada-alberta-job-grant.aspx>