



# CBOP™

Certified Business Operations Professional

**29 September – 3 October 2012**

Riyadh, KSA

Delivery Type: Group Live

Pre-requisites: None

Level: Advanced

This Program is worth 25 NASBA CPE credits

## **By attending this interactive course you will gain:**

- » Understanding and Implementing Corporate Strategy
- » Maximising the Management of your Operations
- » Implementing a Culture of Continuous Improvement
- » Embracing the Modern Trends in Leadership
- » Effective Management of Stakeholders
- » Building High Performing Teams
- » Efficient Management of Projects
- » Developing Efficient Supply Chains
- » Making the Most of our Resources

## **Who Should Attend**

This highly practical and interactive course has been specifically designed for:

- » Non-operational Business Owners / Managing Directors
- » Operations Directors
- » Operations Managers
- » Operations Leads / Supervisors
- » Customer Service Heads
- » HR Directors
- » HR Managers
- » PLUS anyone other management stakeholders responsible for the Support of Operational teams

## Meet your Expert Trainer



### Dave Smith

**Profile:** Dave is an established professional trainer in the fields of sourcing, operations and project management. With 16 years experience, he has extended his expertise far beyond his roots in manufacturing to encompass the food, energy and public sectors, including healthcare. Over the past 10 years he has worked for both Plymouth and Exeter Universities, delivering at undergraduate and MBA

level. With clients ranging from IBM to Becton Dickinson, Lloyds TSB to large pharmaceuticals, Dave has consistently offered excellent training and consultancy and has earned a reputation for presenting a clear route from idea to effective practice. In his spare time he cycles and sails, occasionally building vintage competition cars.

### Qualifications & Achievements:

- » MPhil (Management) from Plymouth University
- » PGCE from University of Wales
- » BSc in Engineering from the University of Exeter
- » Member of the Higher Education Academy
- » Teaching rated as Excellent by the HE Quality Assurance Agency

### Professional Experience and Engagements:

- » Extensive experience in development and delivery of training and education, for example
  - Project management training for over 150 professionals across a range of sectors
  - Supplier Relationship Management training for quality specialists
  - MBA modules in operations and project management
  - Major teambuilding events for blue chip companies
  - E-learning and online training delivery
  - Category Management training for Buying Solutions

### Employment Highlights:

- » Senior Associate – ATN Ltd. '08 - Present
- » Redbook UK Ltd – Training Contract with Buying Solutions '09 – '11
- » CIPS Training – Supply Solutions Ltd '07- '09
- » Head of Education and Training – Positive Purchasing Ltd. '05 – '07
- » Business Fellow - University of Exeter '02 - '05
- » Senior Lecturer – University of Plymouth '94 – '02

## Course Requirements and Certificates

Delegates must meet the following criteria to be eligible to become **CBOP™** :

- » Attendance – delegates must attend all sessions of the course. Delegates who miss more than two hours of the course sessions will not be eligible to sit the course exam
- » Successful completion of the course assessment

After successfully passing the exam the Certificates will be prepared by the IAPM and will be directly posted to your company address.

## Programme Timings:

Registration will begin at 08.00 on Day One. The programme will commence at 08.30 each day and continue until 16.30. There will be two refreshment breaks and lunch at appropriate intervals.

## Our Partners



**The INTERNATIONAL ACADEMY OF PROJECT MANAGEMENT™** is a worldwide Professional Management organization with members in many countries hosting and organizing certification training worldwide and offering our exclusive board certification designations to candidates who meet the high standards. IAPM and its sister organization International Academy of Financial Management (IAFM – [www.theiafm.org](http://www.theiafm.org)) is internationally allied with the World E-Commerce Forum.

If you desire to be recognized by our worldwide academic & professional organization and improve your education, resume, or credentials, then, you are taking the best step to a better career and achieving graduate project management designations.



**Leoron events JLT** is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org).

## In-house

If interested to run this course in-house please call Val Jusufi at +971 4 445-5711 or e mail: [val@leoron.net](mailto:val@leoron.net) Our In-house courses are held in the company premises or a hotel selected by the company. We tailor the training according to your needs and requirements. Upon successfully completing the course and passing the exam each delegate receives a Certificate from IAFM, an official designation which can be used in their business cards, CV's.

## Benefits of attending this highly interactive 5 day course:

- » The ability to use the designation CBOP™ on your business card and resume
- » Access to the IAPM network and body of information online
- » Access to IAPM journal published online
- » Gold embossed CBOP™ Certificate with your name and designation as MIAPM (Member of the International Academy of Project Management)
- » The CBOP™ shows that you have completed advanced level Operational Management training! and that you have the skills and experience in managing key business operations on a national, regional and global level
- » The CBOP™ certification will be received approximately one month following the close of the workshop

# 5 Days CBOP™ Course Outline

## Course Overview

As survival in the modern industrial environment becomes more important than success and profit, the modern demands placed upon the Operational functions of an organisation are increasing dramatically. Business Operations are becoming the 'go to' function when the need for Value-Generation and Total Efficiency become the priority for the organisation. Globalisation, Supply Chain Risk, Financial Uncertainty, Resource Management are all factors affecting the way we conduct our business. This course addresses these issues and drives the need to embrace the modern business climate and understand how we can make an impact.

### Understanding and implementing Corporate Strategy

- » An overview of Corporate Strategy
- » Tools and techniques for Strategic Analysis
- » Appraising and selecting the Strategic Options
- » Implementing Strategy
- » Change Management

### Maximising the management of your Operations

- » Overview of Operations Management
- » The Impact of LEAN
- » Achieving Total Productivity
- » Understanding Quality

### Implementing a culture of Continuous Improvement

- » Learning by Doing
- » Benchmarking
- » KAIZEN
- » Principles of 'FIVE S'

### Embracing the modern trends in Leadership

- » What makes a good Leader
- » Leadership versus Management
- » Traits of a Great Leader
- » Understanding Leadership Styles

### Effective Management of Stakeholders

- » The importance of Stakeholder Management
- » Tools for Stakeholder Mapping
- » Communication Planning
- » Influencing and Persuasion

### Building High Performing Teams

- » Principles of Teamwork
- » Efficient Team Formation
- » Team Charters and Governance
- » Getting the best out of your teams

### Efficient management of Projects

- » Getting the Scope right
- » Effective Planning
- » Planning Tools
- » Risk Management
- » Time / Cost / Quality

### Developing efficient Supply Chains

- » Supply Chain Management
- » Supply Chain Mapping
- » Understand the principles of Value Chains
- » Procurement's role in Operations

### Resource Management

- » Identifying your Key Resources
- » Human Resources
- » Training and Development
- » Motivation in the Workplace

### CBOP™ Examination\*

*\* Only those who successfully complete the examination and participate effectively in the course case studies will receive the Certified business Operations Professional designation CBOP™*

## Testimonials

*"I am very pleased to attend such a strong course with an eminent trainer. I have learned a lot of information during the course and I am going to apply it on my daily work aiming to improve my performance as well as my colleagues' performance which eventually will have a positive impact on the performance of my company."*

**Magdy Hassanein**  
Regional Manager  
Daiichi-Sankyo

*"Thanks a lot to the Leoron team and the trainer Mr. Dave Smith and all the amazing support I have had from them on this course."*

**Abdulrahman Abdulaziz Al Rowdhan**  
Investment Operations Supervisor  
Bank AlBilad

*"Exactly what every Operation Manager needs! Very helpful to the work!"*

**Mohammad Sati**  
Operations Manager  
Demind Firma Management

Book early  
**SAVE**  
**US\$500**

# CBOP™

Certified Business Operations Professional  
**29 Sep - 3 Oct 2012** -Riyadh, KSA

## Early Bird Discounts

Register before July 31, 2012 ..... **US\$ 3390**  
Register before August 31, 2012 ..... **US\$ 3640**  
**Final price** ..... **US\$ 3890**

## Group Discounts

**3 delegates 15%**  
**5 delegates 20%**

*\*please note that all group discount are given on the final price*

# 4

## Easy ways to Register



**register@leoron.com**



**+971 4 447 5710**



**+971 4 445-5711**



**www.leoron.com**

## Delegate Details

**1** Name : \_\_\_\_\_ Job title : \_\_\_\_\_ E-mail : \_\_\_\_\_  
Tel : \_\_\_\_\_ Fax : \_\_\_\_\_ Mob : \_\_\_\_\_

**2** Name : \_\_\_\_\_ Job title : \_\_\_\_\_ E-mail : \_\_\_\_\_  
Tel : \_\_\_\_\_ Fax : \_\_\_\_\_ Mob : \_\_\_\_\_

**3** Name : \_\_\_\_\_ Job title : \_\_\_\_\_ E-mail : \_\_\_\_\_  
Tel : \_\_\_\_\_ Fax : \_\_\_\_\_ Mob : \_\_\_\_\_

## Company Details

Company : \_\_\_\_\_ Address : \_\_\_\_\_  
Post Code : \_\_\_\_\_ Country : \_\_\_\_\_  
Tel : \_\_\_\_\_ Fax : \_\_\_\_\_

**Please Invoice My Company**

**Please Charge My Credit Card**

Visa  Mastercard  CVC/CCV Number : \_\_\_\_\_

Card Number : \_\_\_\_\_  
Exp. Date : \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Name on Card : \_\_\_\_\_  
Signature : \_\_\_\_\_

## Terms and Conditions:

- 1. Payment Terms**  
100% payment of the full amount upon receipt of the invoice.
- 2. Cancellation Policy**
  - i. All cancellations must be done in writing.
  - ii. Full refund for cancellations will only be paid to a maximum of one week from the invoice date.
  - iii. 50% refund for cancellations will only be paid to a maximum of two weeks from the invoice date.
  - iv. No refund for cancellations done after 2 weeks from the invoice date. Substitute is always welcomed; if not possible a credit will be given which can be used for any of Leoron events up to 1 year.
- 3. Force Majeure:** If the event is postponed, cancelled or abandoned by reason of war, fire, storm, explosion, national emergency, labor dispute, strike, lock-out, civil disturbance, actual or threatened violence by any terrorist group, or any other cause not within the control of our organization, we shall be under no liability to 'Company' for non-performance or delay in performance of obligations under this contract or otherwise in respect of any actions, claims, losses (including consequential losses) costs or expenses whatsoever which may be brought against or suffered or incurred by 'Company', as the result of the happening of any such events.
- 4. Complaint and Refund:** For more information regarding administrative policies such as complaint and refund, please contact **Val Jusufi, Head of Training** at:  
Tel: +971 4 447 5711, Fax: +971 4 447 5710, E-mail: val@leoron.net
- 5. Governing Law:** This contract shall be governed by and construed in accordance with the Laws and Regulations of DMCCA.

## Venue Details:

**TBC**

Tel:

Fax:

E-mail: