Day 1

Production Management
- Management principles
- Orientation to simulated operating area
- Staff management
    - Assigning, hiring, temps, overtime
    - Training and development
    - Morale, absenteeism, praise and warnings

Assignment #1
Make initial round of decisions. Run simulated operating area.

Computer Workstations
- Acquiring workstations
- Station breakdowns

Computer Slowdowns and Breakdowns
- Contingency planning

Production Management System
- Production standards
- Measuring performance by department service reps.
- MIS reports

Decision Making 1
- Available operations decision options

Assignment #2
Select production management system. Select appropriate decisions. Run simulated operating area.

Productivity and Performance
- Impact of managers and supervisors on productivity
- Capacity planning

- How many people and machines are needed? When? Where?
    - Manual basis for calculations
    - Computer-based system
- Forecasting Input Volumes
    - Graphing (manual) methods
    - Computer-based charting and graphing
    - Volume variance analysis

Assignment #3
Prepare capacity plan and initial volume forecast. Run simulated operating area.

Day 2

Planning
- Productivity improvement strategies
- Succession planning
- Contingency planning (Crisis Management)
- Key performance indicators - charting and tracking

Cost Control and Customer Service
- Financial management
- Cost control
- Master financial report
- Electronic spreadsheets
    - Computer-based budgeting
    - "What if" financial analysis

Assignment #5
Review financial report. Use spreadsheet program to prepare area budget. Run simulated operating area.

Customer Services
- Timeliness
- Service standards

Assignment #6
Set service goals. Measure timeliness. Run simulated operating area.

Team Results Review

Day 3

New Product Management
- Introducing a New Product:
    - Machine/staff requirements
    - Managerial administration skills
    - Training and development: current staff and new hires

Assignment #7
Plan for new product introduction. Run simulated operating area.

Managing a Multi-Product Line
- Impacts on productivity
- Cross-training

Controls
- Key performance indicators
- Key to control: plan vs. actual
- Tracking results: month-to-date and year-to-date

Assignment #8
Run the simulated operating area in a multi-product environment. Manage for cost control, productivity and customer service.

Communications
- Making data-based management decisions

Assignment #9
Continue running the simulated operating area.
Prepare a quarterly review presentation on objectives,
strategies, results and lessons learned. Explain all
variances from the plan.

Review Quarterly Presentations

Program Conclusion