Managing Program Operations

Outline

Description
This module introduces you to operations management and looks at the director’s critical role in managing the day-to-day operations of the program. You’ll learn about the necessary components of effective operations management including: systems and the importance of systems thinking; stakeholder analysis and management; the strategic planning process; how systems, policies, and procedures are interconnected and how they impact your ability to manage the program effectively and efficiently; and tools for making systems work and for taking charge of program operations instead of being managed by them.

Objectives: After completing Managing Program Operations, you will be able to:

- Understand what operations management in early childhood programs involves
- Explain the basic elements of systems and systems thinking
- Identify stakeholders and manage a strategic planning process
- Describe the relationship between systems, policies, procedures, and quality
- Use specific tools for managing systems including standard operating procedures, workflow analysis, calendars, and Gantt charts
- Understand your role in managing program operations effectively and efficiently to provide high quality programs and services

Content

I. Introduction
   A. Importance of the topic
   B. Module goals and objectives
   C. Overview of content

II. Operations Management—The Necessary Components
   A. Systems and systems thinking
   B. Stakeholders and stakeholder management
   C. Strategic planning

III. The Role of Policies and Procedures
   A. The importance of policies and procedures
   B. Your role—Implementation and quality control
   C. Connecting policies and procedures to practice

IV. Tools for Making Systems Work
   A. Standard Operating Procedures
   B. Workflow analysis
   C. Calendars
   D. Gantt Charts
   E. Putting it all together

V. A Final Word