

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