SUPPLY CHAIN MANAGEMENT PROFESSIONAL DEVELOPMENT

OPERATIONS EFFICIENCY AND CAPACITY MANAGEMENT

DUQUESNE UNIVERSITY
Palumbo-Donahue School of Business

Tuesday, November 19 | 8:30 AM | Duquesne University Rockwell Hall

Gain the knowledge, tools, and techniques needed to improve operational performance while effectively managing organizational capacity. Explore methods for optimizing resources, streamlining processes, reducing waste, and aligning capacity with business demand. The course combines operational management principles with practical applications to help organizations increase productivity, improve service delivery, and achieve sustainable growth.

LEARNING OBJECTIVES

- **Foundations of Operations Efficiency:**
  Understand where operational waste and inefficiencies exist.
- **Process Improvement and Bottleneck Analysis:**
  Visualize workflows and pinpoint inefficiencies.
- **Capacity Management Essentials:**
  Understand how to align resources with workload requirements.
- **Performance Measurement and Continuous Improvement:**
  Use data and structured problem-solving to drive improvement.
- **Action Planning and Case Study:**
  Complete a 90-Day Operations Improvement Action Plan.

ASCM PITTSBURGH FORUM

Presented by the Palumbo-Donahue School of Business in collaboration with ASCM-Pittsburgh Forum

Earn 4 Continuing Education Hours



Instructor: Oda Bolden

Oda is an ASCM Certified Instructor with more than 35 years experience in supply chain and manufacturing operations. In this course, Oda will share real world experience in increasing operations efficiencies and capacity management, necessary to improve cost, quality and delivery.

PRICE: **$300**

REGISTER: **https://apicspgh.starchapter.com/meetinginfo.php**

Note: Companies sending five or more employeers are eligible for a 10% discount.
A minimum of five registrants are required or the class may be cancelled.