



“... providing unique training courses designed BY Managers for Managers.”

Management Training & Business Courses

The 30 unique training courses are part of the only program of its kind in Australia. It is for business owners, (small to medium), current managers wanting to upskill and staff intending to become a manager in the future. Trainees can select to do one or more of the 30 courses that they feel are currently relevant now in their career. Their training will also have a valuable benefit to the businesses they are working for. The courses are delivered uniquely and easily on-line, any time and on any device. Also included with the training is online tutoring, mentoring and assessment.

Business Reporting and Development

1.0 Introduction

2.0 The business plan

3.0 Elements of the business plan

- 3.1 Executive summary
- 3.2 Situation analysis
 - 3.2.1 Market
 - 3.2.2 Economy
 - 3.2.3 Technology
 - 3.2.4 Performance
 - 3.2.5 Financial
 - 3.2.6 Capital investment
 - 3.2.7 Organisation structure and staff
 - 3.2.8 Strategic analysis
 - 3.2.9 Mission
 - 3.2.10 Growth
 - 3.2.11 SWOT analysis
 - 3.2.12 Sustainable competitive edge

4.0 Strategic direction

5.0 Marketing strategy

6.0 Service strategy

7.0 Financial strategy

8.0 Goals and objectives

- 8.1 Goals
- 8.2 Objectives

9.0 Operations analysis

- 9.1 Customer service centre operation
- 9.2 Field operations
- 9.3 Resource management
- 9.4 Logistics
- 9.5 Training

10.0 Action/implementation plan

11.0 Business case development

- 11.1 Business benefits
- 11.2 Efficiency gains
- 11.3 Market value
- 11.4 Return on investment (ROI)
- 11.5 Payback period
- 11.6 Resources
- 11.7 Quantifiable data
- 11.8 Outcome if proposal is not approved

12.0 Role of business reporting systems

13.0 Requirements for operations analysis

14.0 Purpose and role of productivity measures

15.0 Process of financial results achieved

16.0 Expense control measures

16.1 Resources

16.2 Overtime

16.3 Capital expenditure

16.4 Duplicated effort

16.5 General wastage

16.6 Quality costs and service performance

17.0 Summary

Purpose:

To develop an appreciation of the application of business principles in the service environment, and to acquire the required skills for managing key business activities.

Aims:

To be able to undertake essential business development activities, and to provide a pro-active input to the business decision making processes.

Objectives:

As an outcome of completing this topic you will be able to:

- Understand the principles for preparing a business plan.
- Describe the rationale and criteria for business case development.

c. Explain the role of business reporting systems.

d. Describe the requirements for operations performance analysis.

e. Describe the purpose and role of productivity measures.

f. Describe the process of financial results achieved.

g. Explain how cost control measures are managed.

h. Explain the impact of quality costs on service performance.

Introduction

The topics to be covered in this module are particularly important to operations managers as they are the foundation principles on which good business management is developed. An operations manager who is able to demonstrate a clear vision and direction, and effectively articulate the business goals and objectives will display the required leadership skills. This coupled with the ability to manage fiscal responsibility is a key issue for managers in the new millennium who need to be able to generate a business focused culture within the organisation. This does not suggest a clash or confusion with being customer focused. On the contrary a business focused outlook will be complementary to being customer focused.

Consequently the ability to provide quality leadership is essential to an effective and progressive operation.

Including Online Tutoring, Mentoring and Assessment.

Course report available to the employer, on request.

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Testimonials of Excellence

"Even with my 10 years' experience in a service department as a supervisor, this course has given me more confidence and direction, I now see things from a management perspective and am able to deal with situations more competently."

Stephen W, OCE (Australia)

"My job satisfaction has increased and I believe that I am becoming a more valuable contributor to my organisations operations."

Lindsay W, Service Solutions P/L (Australia)

"Excellent, first class content. Balanced delivery. The value of this course is the scope. It covers the many aspects of management and provides a very good understanding of all the areas covered."

Tom McD, Siemens Nixdorf (Australia)

"It enables the line manager to effectively converse with, and understand other departments in an organisation."

Martin B, Schindler Lifts (Australia)

YES - we would like further information on the training courses for our staff and members, and also receive a FREE business publication.

Contact Garry Prigg for more information -

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Web: www.internationalconsultantstobusiness.com



Garry Prigg
FOUNDER AND CEO
International
Consultants to Business

"These courses will be invaluable to business owners and their staff to upskill on specific business training needs."