

Advanced Certificate in Operational Management (ACOM™)

16th – 20th May 2016 | Kuala Lumpur, Malaysia



In collaboration:



Media Partners:



Certified by: Co-organized:



Program Overview

Operational Management and Leadership is about getting the most out of your teams and delivering exceptional results. With the ever increasing budgetary demands on all organizations, be it the private or public sector, staff productivity and discretionary effort is becoming ever more critical. This paradoxically at a time when customer and stakeholder expectations and demands are ever increasing as service excellence becomes the differentiator between the success of your business and its competitors. If in the public sector, why should those paying for your service similarly not expect this to be world class?

Whilst organizations often say people are their greatest assets, unengaged, unmotivated and underperforming ones can also be their greatest liability; remember YOU are only as good and successful as the team you have around you. The true measure of the value of any business leader and manager is performance.

This course will identify the key drivers in delivering exceptional operational performance by looking at vision and mission statements, strategic objectives cascading into team and individual objectives, and the identification, transparency and effectiveness of business measurements that in turn link to their performance and how they are appraised. The trainer will use case studies from the turnaround (transformation) businesses that he has either led or been a senior executive in.

In summary, it's about delivering "Results through People" by ensuring complete engagement of your teams that in turn delivers and responds to the increasing demands of service excellence and your bottom line.

On completion of this five day training course you will receive your certificate which has been fully accredited by Qualifi, an official UK Government recognized awarding body.

Attend this course to Master:

- Understand and appreciate the key drivers in delivering Operational Management.
- Ensure that you and your teams are aligned to your organizational strategic objectives.
- Review and understand the difference between leadership and management and where you sit in this.
- Ensure financial delivery including budgetary principles and team buy in.
- Deliver service excellence through a customer centric culture.
- Support the human resources framework through staff appraisals.
- Understand your personality traits and the potential impact on others.
- Effectively monitor, measure and manage operational performance.

Benefits, Knowledge, Skills gained by attending this ACOM™ course:

Gain an accredited Certificate

Approved by a UK regulated body - Advanced Certificate in Operational Management (ACOM™)

Use ACOM™

On your business card and on your resume.

The ACOM™ shows that

you have completed International qualifications and that you have the skills and experience to manage effectively on a national, regional and global level.

The ACOM™ certificate

Will be received approximately one month following the close of the training course and will be issued jointly by Qualifi and BMTG.

How will this course benefit the Energy industry professionals?

Historically staff engagement and subsequent productivity has not always been a priority for some very profitable businesses, however with the crash of oil prices (and no doubt utility costs in the future), business costs will become ever more critical as can be seen from the recent redundancies of some oil companies. Staffing costs will continue to be a key area of focus. .

Qualifi is a UK regulated awarding body offering academic and vocational qualifications and assessment to schools, colleges, employers and other places of learning in the UK and internationally. Our core business activities include:

- Working with individuals, employers and organisations to Assess their needs and requirements from a certification and training perspective;
- Identify the most effective means to Test this requirement;
- Ultimately generate opportunities for the client to Certify individuals and organisations.

Advanced Certificate in Operational Management (ACOM™) - 5 Days

Aligning Operations to Organizational Strategy

- Corporate Vision and Mission
- The setting of organizational / departmental objectives
- Cascading objectives

Operational Performance Management

- Measures of operational success
- Other drivers
- Linkage to objective setting
- The Circle of Success

Budgeting

- To budget or not ?
- Principles of budgeting
- Explore direct and in-direct costs
- Use in driving forecasting
- Tracking variances
- Beyond budgeting

Leadership

- Leading v's managing
- Identifying the difference and where you sit
- Understanding your personality traits and how this impacts on others
- Importance of a balanced team
- Operational structures and span of control

Service Excellence

- Quality Assurance & Total Quality Management
- The 10 Commandments
- The importance of the Internal Customer

Other operational Drivers

- Procurement , price and partnerships
- Understanding Trends

Operational Measurements

- Setting of KPI's and their parameters
- Measuring and using SLA's
- Support of contracts and use for bids
- Health & Safety
- Internal Audit and Compliance

Continuous Improvement

- Root Cause Analysis
- Driving Change
- Monitoring progress
- Positive movement of the "goal posts"

Appraisals (Reviews)

- Principle of reviews and clarity of measurements
- Personal Development Plans
- Succession Planning
- Performance related pay

Motivation

- The differing influencers of motivation
- Staff engagement and communication
- Engaging staff from recruitment onwards

The programme will include a series of group exercises, a personality profile and case studies with a high level of delegate interaction.

1 Personality Profiling Test

This test allows candidates to understand how others see them, how their traits change under pressure and how they see themselves.

Plus up to 8 Detailed and Relevant Case studies

ACOM™ Examination and certificate

ACOM™ Examination*

Only those who successfully complete the examination and participate effectively in the course case studies will receive the Advanced Certificate in Operational Management ACOM™.

The ACOM™ certificate

Will be received approximately one month following the close of the training course and will be issued jointly by Qualifi and BMTG.

Principal Program Facilitator



Ian Shipley

Author of the successful Advanced Certificate in Operations Management (ACOM™)

- A highly accomplished, visionary, and results-driven Operational Management professional with considerable frontline experience in both the service and retail sectors.
- Consistently delivering optimum business development, orchestrating enhanced service delivery initiatives, strict financial controls and ensuring complete staff engagement through the 'UK Times Newspaper Top 100 businesses' principles.
- Decisive, motivational leader leveraging polished interpersonal and communication skills to develop talented individuals into high performance teams that rapidly adapt to business transformation.
- Strong track record reducing business complexity and creating policies and strategies that seamlessly increase corporate profitability combined with extensive experience in driving business growth and exceeding customer expectations through instilling a customer centric culture linked to developing key stakeholder relationships.
- A highly focused multi-tasker with successful experience in managing national multi-sited operations of between 290 and 1200 staffs.

Ian is an author of the successful Advanced Certificate in Operations Management (ACOM™) and is a highly regarded and respected international trainer across Africa and the Middle East.

This ACOM™ program is intended

The certified program is intended to any organisations with medium to large operational teams

- Non-operational Business Owners / Managing Directors
- Operations Directors
- Operations Managers
- Operations Leads / Supervisors
- Customer Service Heads
- Executive Directors
- General Managers
- Divisional Heads
- Administration Managers
- Project Leaders
- Team Leaders
- Supervisors
- Contractors

PLUS anyone else responsible for the management and support of Operational teams



PETRO1 provides Oil & Gas Trainings & Consultancy services ranging from Petroleum Engineering, Exploration & Production, Subsurface and business related activities in the oil & gas industry. We had successfully made impact to petroleum professional mainly the Top 50 Oil & gas players in the Asia Pacific Region.

- | | | |
|-------------------------|------------------------------|---|
| ▪ Total E&P | ▪ Petrofac | ▪ SGS |
| ▪ Petronas | ▪ Keppel Corporation | ▪ PTT EP |
| ▪ Murphy Oil | ▪ Singapore refining Company | ▪ Halliburton |
| ▪ JX Nippon | ▪ Salamander Energy | ▪ Brunei LNG |
| ▪ Scomi Oil | ▪ Binh Son Refining Vietnam | ▪ Shell Chemical |
| ▪ Hess | ▪ PTT Global | ▪ Worley Parson |
| ▪ Saipem | ▪ Newfield | ▪ China university of petroleum Beijing |
| ▪ Clough | ▪ Atkins Australasia | ▪ Thaioil |
| ▪ Mubadala Petroleum | ▪ Brunei Methanol | ▪ Aker Solutions |
| ▪ Bureau Veritas | ▪ Curtin univeristy | ▪ Star Petroleum |
| ▪ Pertamina | ▪ Technip | ▪ Jurong Shipyard |
| ▪ Peritus international | ▪ Premier Oil | |

REGISTRATION FORM

Investment Packages

Advanced Certificate in Operational Management (ACOM™)	Early Bird Full 5 Days	Standard Price Full 5 Days
Per Delegate	SGD 4027 ()	SGD 4239 ()
Team Discount of 3 or more off 10%		
<ul style="list-style-type: none">Team discount are not applicable to early bird pricing.The above price are inclusive of GST 6%.Early Bird Promotion Deadline – 9th April 2016		

Delegate Details

1. Name: _____ Mr Mrs Ms Dr

Job Title: _____

Email : _____

Contact No: _____

Department: _____

2. Name: _____ Mr Mrs Ms Dr

Job Title: _____

Email : _____

Contact No: _____

Department: _____

3. Name: _____ Mr Mrs Ms Dr

Job Title: _____

Email : _____

Contact No: _____

Invoice Details

Company: _____

Industry: _____

Address: _____

Postcode: _____ Country: _____

Telephone: _____ Fax: _____

Email: _____

Authorized Signature : _____

PROGRAM DETAILS

Venue: Kuala Lumpur, Malaysia

Date: 16th – 20th May 2016

REGISTER NOW

CONTACT: kelvin

MAIN: +603 7727 3952

FAX: +603 7727 5278

Email: registration@petro1.com.my

Credit card Payment

Please Debit my credit card:

VISA MASTERCARD

Card Number: _____ - _____ - _____

Security Code: Expiry Date:

Named printed on card: _____

Signature: _____

REGISTRATION DEADLINE

As an internationally operating training organization, PETRO1 would appreciate receiving registrations at least one (1) month prior to course commencement. Registrations after this date will be accepted provided that places are available. We strongly recommend early enrolment to avoid disappointment!

GST input Tax claim

Organization who have register under GST is allow to claim on any GST incurred (Known as input tax) on their purchase to the business.

Payment Method

By cheque/ Bank Draft: Made Payable to PETRO1 SDN BHD

By Direct Transfer: Please quote invoice numbers on remittance advice.

ACCOUNT NAME : PETRO1 SDN BHD

BANK : HSBC Amanah Malaysia Berhad

ACCOUNT NO : 054 - 048061 - 701 (SGD)

SWIFT CODE : HMABMYKL

All bank charges to be borne by payers. Please ensure that PETRO1 SDN BHD received the full invoice amount.

*** Credit card payment will include a charges 2.8%**

Payment Policy: Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop. Payment is required with registration and must be received prior to the event to guarantee the seat. Payment has to be received 7 working days prior to the event date to confirm registration.

Venue: All of our training courses are held in 4 – 5 star venues.

The course fee does not include accommodation or travel cost. It's recommended to book the hotel room early as there are only limited room available at the discounted corporate rate.

DATA PROTECTION

The information you provide will be safeguarded by Petro1 that may be used to keep you informed of relevant products and services. We take it seriously when it come s to protection of our client data.

Cancellation & Substitutions: Upon receipt of a completed registration form, it confirms that the organization is registering for the seat(s) of the participant(s) to attend the conference or training workshop. Should you be unable to attend, substitutes are always welcome at no additional cost. Please inform us as early as possible. Payment is non-refundable if cancellation occurs 7 working days prior to event commencement. However a substitute is welcome at no additional charges. If cancellation occurs 5 working days prior to the registration date and there is no substitute, the organizer reserves the right to charge 50% of the total investment from your organization.

PETRO1 SDN BHD is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. PETRO1 SDN BHD shall assume no liability whatsoever in the event this training course is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, war, fire, labor strike, extreme weather or other emergency.

Walk in Registration: Walk-in participants with payment will only be admitted on the basis of seat availability at the event and with immediate full payment.

Program Change policy: The organizer reserves the right to make any amendments and/or changes to the workshop, venue, facilitator replacements and/or modules if warranted by circumstances beyond its control.