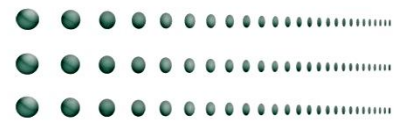




RTO provider code: 60034

Business Skills  
IT Solutions  
Qualifications



## Operational Planning

National Competency Standard (BSB):

[BSBMGT402 Implement operational plan](#)

[BSBMGT517 Manage operational plan](#)

### Course Objectives

This course provides the skills and knowledge required to develop and implement an operational plan. It will also support participants whose role is to implement an operational plan by monitoring and adjusting operational performance, planning, resource acquisition and performance reporting.

This course applies to individuals who manage the work of others and work within a strategic and/or business plan. It also applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation and who are involved in planning, evaluation, leadership and guidance of others in the workplace.

### Duration

1 Day.

### Course Outcomes

1. Develop and implement an operational plan using a variety of information sources and consultation.
2. Communicate effectively with relevant stakeholders to explain the plan and supporting information, seek approvals, negotiate variations and engage work teams.
3. Develop and implement strategies to achieve the operational plan within the organisation's policies, practices and procedures.
4. Describe models and methods for operational plans.
5. Explain the role of an operational plan in achieving the organisation's objectives.
6. Explain budgeting processes.
7. Use alternative approaches to developing key performance indicators.

### Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit(s) of competency outlined above (additional fee applies – please enquire when you book). Exercises completed during the course will be used as evidence towards unit competency. Participants who choose not to be assessed will receive a Certificate of Attendance.

# Operational Planning

## Course Content

### Course overview

- Introduction to operational planning
- Overview of planning process
- Purpose of an operational plan
- Purpose of a strategic plan
- Activity 1: Mission and vision statements
- Activity 2: SWOT analysis
- Conclusion

### 1 –Develop and implement operational plans

- Developing an operational plan
- Resource requirements
- Resource usage
- The consultation process
- Develop and implement operational plans
- Planning and information
- Activity 3: Operational Strategies
- Key performance indicators (KPI's)
- Set performance indicators
- Example of a key performance indicator
- Utilising KPI's
- Activity 4: KPI's
- Charts
- The planning of important dates
- Factors affecting organisation structure
- The manager's role in operational planning
- Activity 5 Person responsible and timeframes
- Performance measurement
- The balanced scorecard
- Balanced scorecard perspectives
- Constraints
- Methods of control
- Develop and implement contingency plans
- Steps to developing a contingency plan
- Action
- Activity 6: Contingency Plan
- Develop and present proposals for resource requirements
- Develop a proposal
- Resource expenses
- Gain approval for the plan
- Activity 7: Approval

### 2. Plan, manage & implement resource acquisition

- Recruit and induct staff
- Acquire physical resources
- Choosing vendors
- Making the purchase
- Customers and other stakeholders
- Inventory management
- Intellectual property - rights and responsibilities
- IP Disputes
- Activity 8 Human, physical resources, and IP

### 3. Monitor & review operational performance

- Develop, monitor and review performance systems and processes
- Monitoring waste
- Analyse and interpret budget and financial information
- Identify under performance
- Manufacturing performance
- Performance improvement
- Activity 9 Financial performance and reporting
- Mentoring, coaching and supporting individuals and teams
- Recommend variations to operational plans
- Variations to operations
- Implement systems, procedures and records
- Collect information about performance measures
- Monitoring the record-keeping system
- Activity 10: Mentoring, Plan Variations, Recordkeeping

### Summary