

Course of «Operations and audit quality»
Master degree in «Fashion, art and food management»
Parthenope University of Naples

Course presentation and operations management introduction

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Course presentation (1)

- **Teacher:** Prof. Rita Lamboglia, Full Professor in Business Administration, Department of Business and Economics, Parthenope University of Naples, Italy,
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- This module uses lectures, tutorial exercises, **case histories** and coursework exercises
- The teaching material will be communicated during the course and uploaded on the elearning platform <https://elearning.uniparthenope.it/>
- **Language:** english
- **Final assessment:** the exam is an oral test of the course content

Course presentation (2)

Aim:

- The aim of the course is to provide students with all the tools to **understand the main process analysis and audit methodologies**, with particular reference to the aspects of mapping, performance evaluation, redesign and re-engineering, also through the study of the new opportunities that Information Technology offers to support these activities.
- The aim of the course is to highlight how a correct mapping, analysis and evaluation of business processes, together with an adequate definition of a system of performance indicators, represent a fundamental lever to achieve the objectives of companies operating in the FAF and for the effective management and control of the risks associated with their activities.
- The emphasis will be placed: on defining the vision by processes and the main reference models (processes, sub-processes and activities; breakdown criteria; organizational structure, roles, responsibilities and resources; events and process flows; business rules; support controls and mechanisms); on the techniques of analysis and representation of processes (e.g. flowchart); on the audit of processes (the detection of Key Risk Indicators (KRI), the analysis of deviations and the identification of areas for improvement); on tools to support the analysis and audit of processes (documentation and sharing; scenario simulation and evaluation; process implementation, monitoring and reporting).

Course presentation (3)

➤ **24 lessons (48 Hours- 6cfu)!**

Topics covered:

PART ONE: directing the operation

PART TWO: designing the operation

PART THREE: deliver

PART FOUR: development

A focus on.... Operational auditing!

Questions?

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A general model of operations management

PART ONE: directing the operation

PART TWO: designing the operation


PART THREE: deliver

PART FOUR: development


What do operations management do?

- **Directing the overall strategy of the operation.** A general understanding of the operations and processes and their strategic purpose and performance, together with an appreciation on how strategic purpose is translated into reality, is a prerequisite to the detailed design of operations and process.
- **Designing the operation's services, products and processes.** Design the activity of determining the physical form, shape and composition of operations and processes together with the services and products that they create.
- **Planning and control process delivery.** After being designed, the delivery of services and products from suppliers and through the total operation to customers must be planned and controlled.
- **Developing process and performance.** Increasingly it is recognized that in the operations, or any process managers cannot simply routinely deliver services and products in the same way that they always have done. They have a responsibility to develop the capabilities of their processes to improve processes performance.

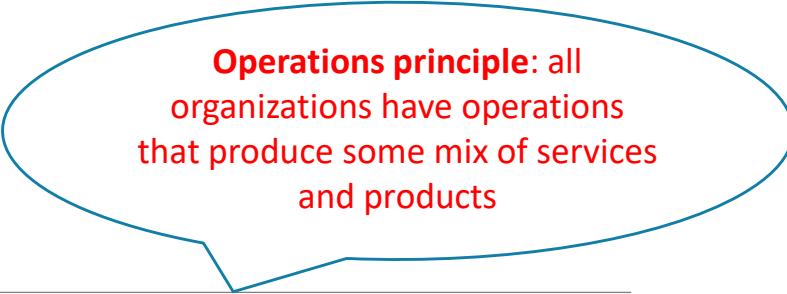
PART ONE: Directing the operation

1. Operations management
 2. Operations performance
 3. Operations strategy
 4. Managing product and service innovation
 5. The structure and the scope of operations
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Operations management- Key questions (Agenda)

- What is operations management?
 - Why is operations management important in ALL types of organization?
 - What is the input-transformation-output process?
 - What is the process hierarchy?
 - How do operations and process differ?
 - What do operations managers do?
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What is operations management?



Operations principle: all organizations have operations that produce some mix of services and products

- **Operations management** is about how organizations create and deliver services and products
- **Operations management** is the activity of managing the resources that create and deliver services and products
- The **operations function** is the part of the organization that is responsible for this activity. Every organization has an operations function because every organization creates some types of services and product («the operation», «operations» , «operations function”)
- **Operations managers** are the people who have particular responsibility for managing some, or all, of the resources that comprise the operations function («fleet manager» in a distribution company, «administrative manager» in a hospital, «store manager» in a supermarket)

OPERATIONS IN PRATICE- Pret a Manager

DISCUSSION- Pret a Manager

- It analyzes some of the issues involved in managing a modern **successful operation**
- It illustrates how important the operations function is for any company whose **reputations** dependes on creating **high-quality, sustainable and profitable products and services**
- Its opearations, like its products and services, are **innovative**
- It focuses very much on customer satisfaction
- It invests in the development of its staff and it plays a positive role in fulfilling its social and environmental responsibilities
- All these issues are (or should be) high on the agenda of any operations managers in any operation
- Of course, exactly what is involved in producing and delivering products and service will depend to some extent on the type of organization

Some activities of the operations function in various organizations

Internet service provider	Fast food chain	International aid charity	Forniture manufacturer
<ul style="list-style-type: none">➤ Maintain and update hardware➤ Update software and content➤ Respond to customer queries➤ Implement new services➤ Ensure security of customer data	<ul style="list-style-type: none">➤ Locate potential sites for restaurants➤ Provide processes and equipment to produce burgers etc.➤ Maintain service quality➤ Develop, install and maintain equipment➤ Reduce impact on local area, and packaging waste	<ul style="list-style-type: none">➤ Provide aid and development projects for recipients➤ Provide fast emergency response when needed➤ Procure and store emergency supplies➤ Be sensitive to local cultural norms	<ul style="list-style-type: none">➤ Procure appropriate raw materials and components➤ Make sub-assemblies➤ Assemble finished products➤ Deliver products to customers➤ Reduce environmental impact of products and process