

# Operation Management

## Objective

To provide a hands-on practical guide to operate business and assess the existing business process flow for better performance.

## Learning Outcomes

- Understand the essentials of business operation management;
- Prepare a basic business process workflow encompassing the 4 critical success factors in delivering operation excellence;
- Identity key performance indicators for each factor in franchise business for better monitoring and management; and
- Make better business decisions in driving better profitability balanced with excellent operation management.

Take aways:-

- Operation management flow template; and
- New Friends.