

Postgraduate Certificate

Operations, Processes and Consulting Efficiency





Postgraduate Certificate Operations, Processes and Consulting Efficiency

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online
- » Target Group: Graduates, graduates, engineers, architects and equivalents, who have already started a professional career in consulting.

Website: www.techtute.com/in/school-of-business/postgraduate-certificate/operations-processes-consulting-efficiency

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01 Welcome

One of the most important areas of consulting is the area that oversees operations and processes. This is a very delicate field that analyzes aspects such as efficiency, the supply chain or outsourcing and process centralization strategies. Thus, the consultant specialized in these tasks is a profile highly coveted by all types of companies. For that reason, this program offers the student all the tools to become an expert in this consulting sector, always through an online teaching system that will allow him to combine his professional career with his studies.



Postgraduate Certificate in Operations, Processes and Efficiency in Consulting.
TECH Technological University



“

For many companies, efficiency is a key concept: this program will prepare you to supervise operations and propose the best solutions in each economic process of a company"

02

Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class centre for intensive managerial skills training.



“

TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"

At TECH Technological University



Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"*Microsoft Europe Success Story*", for integrating the innovative, interactive multi-video system



The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

95% | of TECH students successfully complete their studies



Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

100,000+
executives trained each year

200+
different nationalities



Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

500+ | collaborative agreements with leading companies



Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities



TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



Learn with the best

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities



At TECH you will have access to Harvard Business School case studies"



Analysis

TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



Academic Excellence

TECH offers students the best online learning methodology. The university combines the *Re-learning* methodology (the most internationally recognized postgraduate learning methodology) with Harvard Business School *case studies*. A complex balance of traditional and state-of-the-art methods, within the most demanding academic framework.



Economy of Scale

TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a ground-breaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.

03

Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you training of the highest academic level"

This program will provide students with a multitude of professional and personal advantages, particularly the following:

01

A significant career boost

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

70% of participants achieve positive career development in less than 2 years.

02

Develop a strategic and global vision of companies

TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

Our global vision of companies will improve your strategic vision.

03

Consolidate the student's senior management skills

Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

You will work on more than 100 real senior management cases.

04

Take on new responsibilities

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

45% of graduates are promoted internally.

05

Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

You will find a network of contacts that will be instrumental for professional development.

06

Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

20% of our students develop their own business idea.

07

Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

Improve your communication and leadership skills and enhance your career.

08

Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

We give you the opportunity to train with a team of world renowned teachers.

04 Objectives

The main goal of this Postgraduate Certificate is to provide the professional with the best tools to successfully supervise the efficiency of all operations and processes carried out by a company. Thus, you will be able to become a great specialist in this field and will be able to work not only for consulting companies but also internally in corporations in various sectors and economic areas.





“

*All your professional goals will be within your reach
when you complete this Postgraduate Certificate”*

TECH makes the objectives of its students its own.
They work together to achieve them.

This Postgraduate Certificate in Operations, Processes and Efficiency in Consulting trains the student to:

01

Introduction to the world of company operations, from a perspective closely linked to processes and the search for their improvement and efficiency

04

Develop the projects carried out within these areas

02

Maintaining the profitability of the organizations at the desired levels

03

Know the different types of corporations and how the human resources function is integrated in each of them (roles and main functions)

05

Take advantage of opportunities to develop associated consulting services, with a special focus on corporate culture and change management and transformation in its broadest sense



06

Understand the elements of a structure and methodology of analysis of an industrial sector, or for a company

08

Know the techniques and methodologies for the development of projects related to the analysis, improvement and transformation of processes, detailing aspects such as optimization, digitalization and robotization of processes through technology, introducing aspects such as process mining, activity mining and robotization

09

Understand the differences between the different types of operations

07

Understand the sources of competition, supply chain, customers, potential substitutes or barriers to business entry

10

Master process outsourcing and centralization strategies



05

Structure and Content

This Postgraduate Certificate in Operations, Processes and Efficiency in Consulting is composed of 1 specialized module through which the student will be able to deepen in issues such as the actors of the operations, the design, value and service chains, the variables of the operation, the analysis of information systems or the optimization, digitization and transformation of processes. All this, through the best multimedia resources: interactive summaries, case studies, complementary readings or master classes, among many others.



“

The most complete and up to date content on the market in business consulting focused on the supervision of operations are found in this program"

Syllabus

On numerous occasions, the success or failure of a company depends on the correct evaluation and execution of operations and processes. That's why having a great specialist overseeing these tasks and ensuring that they are carried out efficiently is critical.

This program deepens in that work, since it provides the professional with the most advanced knowledge in aspects such as the tangential variables of operations, especially those related to human resources and conflict resolution, task mining or the global vision of processes.

Thus, through a completely online learning system, the student will be updated in these aspects over 6 weeks and 150 hours of teaching.

This Postgraduate Certificate, therefore, has been designed with the labor market and the current reality of the profession in mind, since all its contents have a great utility in the consulting of all types of businesses.

This Postgraduate Certificate takes place over 6 weeks and consists of 1 module:

Module 1

Operations, processes and efficiency



Where, When and How is it Taught?

TECH offers the possibility of developing this Postgraduate Certificate in Operations, Processes and Efficiency in Consultancy totally online. During the 6 weeks of the specialization, the student will be able to access all the contents of this program at any time, which will allow the student to self-manage his or her study time.

A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.

Module 1. Operations, processes and efficiency

1.1. The operations

- 1.1.1. Estrategy vs. Surgery
- 1.1.2. The actors of the operations

1.2. The structure of operations

- 1.2.1. Sequence of activities
- 1.2.2. Design chain
- 1.2.3. Value Chain
- 1.2.4. Service chain

1.3. Operation Variables

- 1.3.1. Transaction variables
- 1.3.2. Process analysis
- 1.3.3. Flow analysis

1.4. Other considerations on operating variables

- 1.4.1. Human Resources
- 1.4.2. Information systems analysis
- 1.4.3. Conflict Resolution

1.5. Company processes

- 1.5.1. Process overview
- 1.5.2. *Frontoffice*
- 1.5.3. *Backoffice*

1.6. The operational process par excellence: the supply chain

- 1.6.1. The supply chain
- 1.6.2. Supply chain challenges
- 1.6.3. Solutions through operations

1.7. Process efficiency

- 1.7.1. Critical processes
- 1.7.2. Identification of areas for improvement
- 1.7.3. Efficiency measurement indicators

1.8. Optimization, digitalization and transformation of processes

- 1.8.1. *Business Process Management (BPM)*
- 1.8.2. Process Mining
- 1.8.3. Task Mining
- 1.8.4. Process Robotization (RPA)

1.9. Outsourcing and process centralization strategies

- 1.9.1. BPO vs. CSC in processes
- 1.9.2. Conceptualization of a CSC
- 1.9.3. Critical aspects of a CSC

1.10. Continuous improvement in operations

- 1.10.1. The area of quality and processes in the organization
- 1.10.2. Achieving continuous improvement
- 1.10.3. Digital transformation associated with continuous improvement



Learn, from the best teachers, the best strategies for outsourcing and centralization of processes”



06

Methodology

This training program offers a different way of learning. Our methodology uses a cyclical learning approach: ***Re-learning***.

This teaching system is used, for example, in the most prestigious medical schools in the world, and major publications such as the ***New England Journal of Medicine*** have ***considered it to be one of the most effective***.





“

Discover Re-learning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"

At TECH Business School we use the Harvard case method.

Our program offers a revolutionary method of skills and knowledge development. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“

At TECH, you will experience a way of learning that is shaking the foundations of traditional universities around the world"



We are the first online university to combine Harvard Business School case studies with a 100% online learning system based on repetition.



A learning method that is different and innovative.

This intensive program from TECH Technological University School of Business prepares students to face all the challenges in this area, both nationally and internationally. We are committed to promoting personal and professional growth, the best way to strive for success, that is why TECH uses Harvard *case studies*, with which we have a strategic agreement that allows us to provide our students with material from the best university the world.

“ *You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”*

Our program prepares you to face new challenges in uncertain environments and achieve success in your career.

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

Re-learning Methodology

Our university is the first in the world to combine Harvard University case studies with a 100%-online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance Harvard case studies with the best 100% online teaching method: Re-learning.

Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Re-learning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



In our program, learning is not a linear process, but rather a spiral (learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

Re-learning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals in mind:



Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



Classes

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an Expert strengthens knowledge and memory, and generates confidence in future difficult decisions.



Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.





Case Studies

They will complete a selection of the best business cases used at Harvard Business School. Cases that are presented, analyzed, and supervised by the best senior management specialists in Latin America.



Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive multimedia content presentation training Exclusive system was awarded by Microsoft as a "European Success Story".



Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises: so that they can see how they are achieving your goals.



07

Our Students' Profiles

The high specialization of this area has led companies to look for very specific professional profiles, with a deep understanding of the supervision and analysis of the efficiency of operations and processes. For this reason, this program is aimed primarily at those consulting specialists who wish to take a step further in their careers by delving into these complex business tasks.





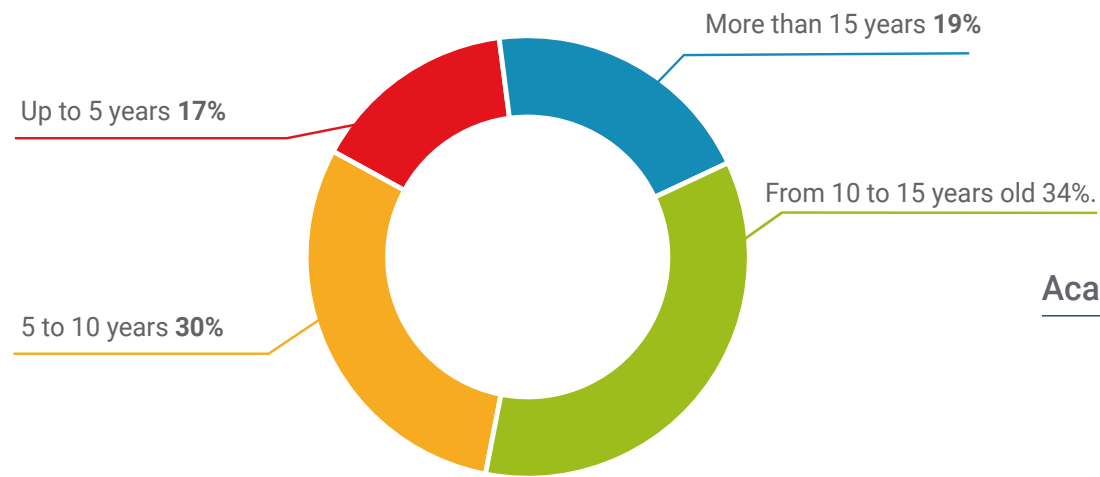
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*This program has been designed
with you in mind”*

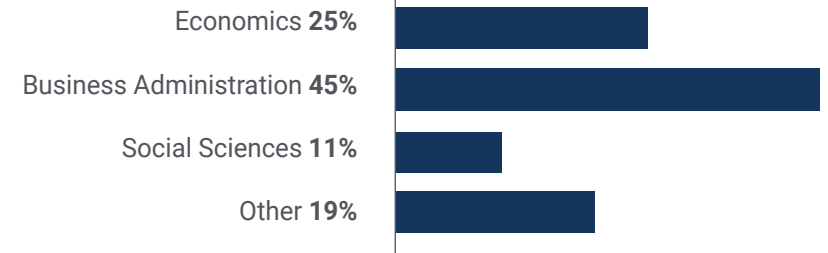
Average Age

Between **35** and **45** years old

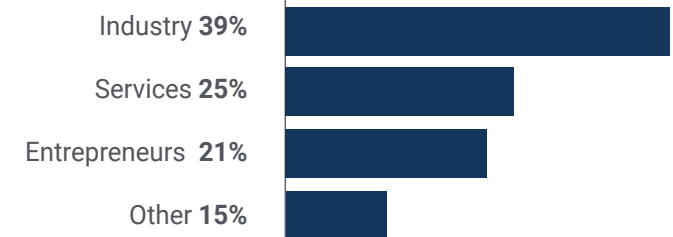
Years of Experience



Training



Academic Profile



Geographical Distribution



Mr. Javier Rocha

Director of a consulting firm specializing in financial operations

"Many people are unaware of the enormous complexity of some business processes. Sometimes the companies themselves do not know how to manage them properly and, for that reason, they turn to consultants. It happened to me, but I didn't have the right knowledge to be able to meet the demands of that challenge. So, I decided to look for the best program to get up to speed in operations supervision and TECH has made me a specialist. Every day I receive several calls from companies wishing to use my services. Studying with TECH was my best professional decision"

08

Course Management

This Postgraduate Certificate has a highly prestigious teaching staff, experts in operations and process consulting, and with a great trajectory in the business field. Thus, the professional who completes this degree will learn how to analyze the efficiency of these efforts under the guidance of the best teaching staff. The student, therefore, will not only have the best content and an innovative teaching system, but will also have teachers who know in detail this area of consulting.



“

If you want great experts in consulting to transmit you all the keys of the profession, this is your place"

Management



Mr. Pérez-Ayala, Luis Yusty

- ◆ Financial and Management Control Director of SENER's Engineering, Infrastructure, Energy and Marine division.
- ◆ Professor of Finance in the Master of Business Consulting and Management at Madrid Polytechnic University (UPM)
- ◆ *Travel & Hospitality Industry Technology Lead at Accenture* for Spain, Portugal, Andorra and Israel
- ◆ *Senior Manager at Accenture*, in the Intelligent Finance area
- ◆ Associate Director at EY, in the CFO Services area. Services - Financial Accounting Advisory Services
- ◆ *Senior Manager at KPMG*, in the area of Business Consulting - Finance Function
- ◆ Degree in Business Administration and Management
- ◆ Degree in Economics (UCLM)
- ◆ Master in Revenue Management (*Cornell University*)
- ◆ Master in Sales (*Sales Business School*)
- ◆ 'Certificate programs in management control, finance management and taxation

Professors

Mr. de Sopeña Fernández, Ignacio

- ◆ Global Director of Business Consulting at VASS, specializing in performance improvement and transformation of organizations through strategy, processes and technology.
- ◆ Director Global Head of Business Consulting en VASS
- ◆ Director and Professor modulate of Finance in the Master of Business Consulting and Management at Madrid Polytechnic University (UPM)
- ◆ Professor in the Master in Business Consulting of the Operations, Processes and Efficiency Module at TECH Spain.
- ◆ cConsulting Partner in the area of CFO Services - Financial Accounting Advisory Services (FASS) at EY
- ◆ Director of Consulting at KPMG and Grant Thornton
- ◆ Degree in Economics and Business Administration from CUNEF (Madrid Complutense University).
- ◆ PDD from IESE Business School

Mr. Aguado - Muñoz Olmedilla, Álvaro

- ◆ Manager in the Supply Chain and Operations practice at ACCENTURE
- ◆ SAP Consultant for Supply Chain Management at VIEWNEXT (an IBM Subsidiary)
- ◆ Collaborating professor for Business Management Software (SAP Business One) at Madrid Polytechnic University (UPM)
- ◆ Agricultural Engineer, Universidad Politécnica de Madrid (UPM).
- ◆ Master's Degree in Food Technology and Control at the Center for Higher Studies in the Pharmaceutical Industry (CESIF)

09

Impact on Your Career

This program has been created with an eminently occupational orientation, so everything the student will learn in it has a direct application in their professional career. In addition, consulting applied to operations and processes is a booming area and there are not many specialists in it, so the student will experience a great progress once completing the Postgraduate Certificate.



“

Looking for a change in your career and don't know which path to take? TECH has designed this program for you"

Are you ready to take the leap? Excellent professional development awaits you

This Postgraduate Certificate in Operations, Processes and Efficiency in TECH Consulting is an intensive program that prepares students to face business challenges and decisions in the corporate and business environment. Its main objective is to promote your personal and professional growth Helping them achieve success

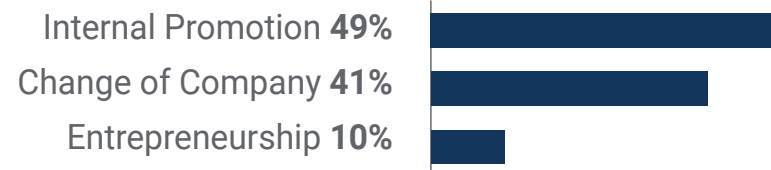
The time is now: at this very moment many companies are looking for professionals with a profile like this degree. Don't keep them waiting.

Experience a salary improvement that meets your best expectations thanks to this Postgraduate Certificate.

When the change occurs



Type of change



Salary increase

This program represents a salary increase of more than **25%** for our students.



“

Get a job improvement in a short time after completing this program”

10

Benefits for Your Company

The growing complexity of business operations and processes has made it necessary to recruit professional profiles focused on this area. Thus, the figure of the consultant specialized in these tasks is essential, so having these skills or personnel who can perform effectively in these tasks can help the company to grow enormously. Thus, this program has not only been created with the professional in mind, but also with the companies that will benefit from its advanced knowledge.





“

The global environment demands a high degree of professional specialization: delve into operations and process consulting and advance your career”

Developing and retaining talent in companies is the best long-term investment.

01

Intellectual Capital and Talent Growth

The professional will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization

02

Retaining high-potential executives to avoid talent drain

This program strengthens the link between the company and the professional and opens new avenues for professional growth within the company

03

Building agents of change

You will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles

04

Increased international expansion possibilities

Thanks to this program, the company will come into contact with the main markets in the world economy



05

Project Development

The professional can work on a real project or develop new projects in the field of R&D or Business Development of your company

06

Increased competitiveness

This Postgraduate Certificate will equip your professionals with the competencies to take on new challenges and drive the organization forward

11

Certificate

This Postgraduate Certificate in Operations, Processes and Efficiency in Consulting guarantees you, in addition to the most rigorous and updated training, access to a Postgraduate Certificate issued by TECH Technological University.



“

Successfully complete this training and receive your university degree without travel or laborious paperwork”

This **Postgraduate Certificate in Operations, Processes and Efficiency in Consulting** contains the most complete and updated program on the market.

After the student has passed the evaluations, they will receive their corresponding **Postgraduate Certificate** issued by **TECH Technological University** by tracked delivery*.

The certificate issued by **TECH Technological University** will reflect the qualification obtained in the Postgraduate Certificate , and meets the requirements commonly demanded by labor exchanges, competitive examinations, and professional career evaluation committees.

Title: **Postgraduate Certificate in Operations, Processes and Efficiency in Consulting**

ECTS: **6**

Official N° of Hours: **150 h.**



*Apostille Convention. In the event that the student wishes to have their paper certificate issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.

future
health confidence people
education information tutors
guarantee accreditation teaching
institutions technology learning
community commitment
personalized service innovation
knowledge present
development online training
virtual classroom



Postgraduate Certificate Operations, Processes and Consulting Efficiency

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

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