

# LEO

Operation  
Team  
Leader



*“Operational excellency  
for human”*

Addressed to supervisors of operations in businesses and organizations.

## Objectives of the Program:

- The participant will acquire a greater understanding of the company as a whole and a vision of the top priority issues in management.
- He will be given the foundations of the top work techniques and philosophies in the area of operations.
- He will be shown in what manner his personal leadership, applied to the underlying issues of the company allows him to empower his effectiveness as leader of a work team.
- He will develop basic activities for the training of his team, through a knowledge of the teaching/learning process, and its application to work situations.
- The participant will master and appreciate total quality as a process of personal and organizational continuous improvement.

## Duration:

- 140 hours





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## Topics:

- Presentation of the program
- The people problem of supervision
- Structure and operation of a company
- The administrative process
- Supervisory skills
- Development of competencies
- The commercial function
- The client-oriented business
- Man as a person and his integral development
- The accounting function
  - The financial function
  - The personnel function
- Authority and leadership
- The production process
- Product design
- The house of quality
- The Case Method
- Supervision and instruction for work
- Lean production

### SEMINAR: Assertive communication: Conflict management

- The supervisor and the process of change
- Empowerment
- Production processes supervisor
- Family situation analysis

- Personal and family budgeting
- Formation of work teams

### SEMINAR: The five "S" of quality

- Management by processes
- Maintenance
- Multiskills
- High performance teams
- Six Sigma
- Emotional intelligence

### SEMINAR: Tools for quality

- Leaders of change
- Feedback on group behavior
- Ethics and values
- Evaluation of the program
- Plan for personal development
- Education of children



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