



Basics of Operation Management
June 5-6, 2018

Day One: June 5, 2018

7:30 am – 8:15 am

Registration, Continental Breakfast

8:15 am – 9:00 am

Goals and Expectations

- Safety and logistics
- Introduction and overview of course
- Participant Goals and Expectations
- Participant Introductions

9:00 am – 12:30 pm

Basic Financial Management

- Understanding an Engineering Business Income Statement and Balance Sheet
- Cash Flow Statement
- Thoughts on Valuation
- Exercise on what you have learned
- Practical ideas to improve items such as:
 - Expense Management/Indirect costs
 - Cash Flow ◦ Multiplier ◦ Utilization
- The Power of 1%

12:30 pm – 1:30 pm

Lunch and Networking with Attendees

1:30 pm – 4:00 pm

Contracts and Risk Management

- The basics of contracts
- Scope of services
- General contract and negotiation issues • Case studies
- Key ingredients to a successful contract

3:00 pm – 3:15 pm

Break

- Risk Recognition Simplified
- Mitigation Methods and Monitoring

4:00 pm – 5:30 pm

Consequences and Opportunities with Financials

- Team Analysis (participants broken into small groups)
- Team Presentation of a Financial Roadmap



Day Two: June 6, 2018

7:30 am – 8:15 am Continental Breakfast
8:15 am – 10:30 am Sales and Marketing

- Sales and marketing is a team sport!
- Client concepts
- “4 Box” and how to market to your strengths
- What should be measured, and what is a false indicator
- Using Focus and Energy to create Results
- Setting SMART Goals

10:30 am – 10:45 am Break

10:45 am – 12:15 pm Performance Reviews and Employee Retention

- How to Have a Candid Conversation
- Performance Review Best Practices
- Turnover statistics, and what is “good turnover”
- Team Retention Techniques

12:15 pm – 1:15 pm Lunch and Networking

1:15 pm – 2:45 pm Project Review and Alternative Delivery

- Best Practices for Reviewing Projects
- Earned Value and Early Warning Systems
- Do’s and Don’ts of Alternative Delivery
- When things go wrong
- Client management

2:45 pm-3:00 pm Break

3:00 pm – 3:45 pm The what, when and how of management communications!

3:45-5:00 pm Putting it all Together

- Case Study on Improving an Actual Engineering Operations Financial Performance
- Team Activity and Presentation

5:00 pm – 5:15 pm Concluding session

