The Program

This one-week course provides the foundational graduate-level knowledge of operations and logistics necessary to understand and improve health care logistics. Topics include Process Flow Analysis, Inventory Management Theory, Demand Management, Introduction to Forecasting and Introduction to Process Improvement techniques. Students will examine operations and logistics processes in a variety of settings, and learn analytical techniques to better understand and improve those processes. To demonstrate mastery of the concepts presented, students will develop and present a plan for process improvement of a VA logistics process.

How to Reach Us:

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Currently accepting applications for:

- Cohort I - March 2014
- Cohort II – June 2014
- Cohort III – August 2014

Monterey, California USA

www.nps.edu
**Operations Management for Healthcare Professionals**

This course is intended to help U.S. Department of Veterans Affairs (VA) logistics professionals improve supply chain performance to better support health care operations. The course will systematically review the implications of supply chain design on the inter-related performance measures of cost, delivery response time, service levels (fill rates) and capacity. The goal of the course is to support VA logisticians in their efforts to provide top-level service and rapid response, at minimum cost.

**Faculty Expertise**

**Dr. Uday Apte**, Ph.D., The Wharton School, UPenn. Managing service operations, Lean six sigma, Logistics and supply chain management, Globalization of information intensive services.

**Dr. Geraldo Ferrer**, Ph.D., INSEAD. Remanufacturing, Supply chain management, Supply chain tracking technologies (IUID/RFID).


**Dr. Keebom Kang**, Ph.D., Purdue University. Modeling and simulation, Total life cycle management, Reliability modeling, Lean six sigma, Performance based logistics.

**Learning Objectives**

- To learn techniques for process flow analysis, bottleneck identification and capacity planning;
- To understand the principal cost and service tradeoffs in managing inventory;
- To understand supply chain structure alternatives and tradeoffs;
- To understand the key elements of managing flow time, especially the impact of process variance;
- To form an integrative understanding of the above objectives sufficiently to design a process improvement intervention for the VA.

Students will develop a process improvement plan during the course, and present their proposals in the final session Friday afternoon.

**How to Apply**

VHA P&LO Supply Chain Education and Talent Management branch is supporting the VA Acquisition Academy’s efforts and is now taking applications for those interested in attending this course. Applications and all requirements for course attendance can be obtained through: VHASCETM@va.gov

The following criteria will be used to prioritize applications:

- Target Audience consists of Grades GS 11-15; Target 9-11 that have completed a college degree may also be considered;
- At this time, interns will not be considered;
- Priority will be given to VISN/Facility level supervisors.

**Professional Education Designed for Logistic Officers in the Department of Veterans Affairs**

**Fully Funded One-week Program**

**Relevant Curriculum Delivered by NPS Faculty with Expertise in Practical Logistic Issues.**