



Management Development Program  
on  
**Healthcare Operations Management**  
September 24 – 26, 2025

## About IIHMR University

The genesis of IIHMR University dates to October 5, 1984, when the Indian Institute of Health Management Research (IIHMR) was established. In 2014, IIHMR University was established and incorporated as a postgraduate research university by the Government of Rajasthan vide the IIHMR University, Jaipur Act, 2014 (Act No. 3, of 2014). IIHMR University has multi-disciplinary faculty, representing Public Health Management, Hospital Management, Health Management, Health Economics, Statistics, Demography, and Social and Behavioural Sciences, provides an enabling environment for learning and professional growth and development. IIHMR University has significantly contributed to the Executive Development and Management Development Programs by consistently engaging in EDPs/MDPs for national and international participants. Participants from more than 40 countries benefitted from the EDPs/MDPs.



## Introduction

Operations Management is the design, operation, and improvement of the processes and systems that create and deliver the organization's products and services. It provides a scientific base for management to take timely and effective decisions to their problems. The subject advocates on improving quality, reducing variation, and eliminating waste in an organization. Some of the important healthcare operations management techniques include Project management using PERT/CPM, Location & Layout methods, Inventory management using EOQ & ABC analysis, 5S & JIT, Predictive analytics, queueing & capacity planning, Lean Six Sigma (LSS), to name a few. Manufacturing organizations have successfully employed the programs, techniques, and tools of operations improvement for many years. Recently, leading hospitals/healthcare organizations have begun to employ the same tools.

The programme is designed to enable the participants understand and use the concepts of operations management tools & techniques in hospitals/health organizations.

## Objectives

This training has been designed to enable participants to understand:

- Operations management techniques which could be used in taking decisions about delivering health care of high quality.
- Healthcare Project Management using PERT/CPM techniques.
- Supply chain & Inventory Management in healthcare.
- Predictive analytics in hospitals operations.
- Queuing and capacity planning in hospitals.
- Lean Six Sigma (LSS) quality management – tools & techniques.

## Course Contents

- Introduction to Healthcare Operations Management - tools and techniques.
- Hospital/health project management using PERT/CPM, Use of Software for analysis. Introduction to MS Project.
- Supply chain & Inventory management techniques, EOQ & ABC analysis in hospitals.
- Predictive analytics in health care operations. Introduction to Spectrum software.
- Queuing and capacity planning in hospitals.
- Quality Mgmt. & Lean Six Sigma (LSS) in healthcare, 5S, DMAIC tools, HFMEA, Quality Tools for Successful Six Sigma Projects - Check sheet, Histogram, Scatter diagram, Flow chart (Process Map), Control charts, Fishbone diagram, Pareto chart using Minitab® software. Case studies using Minitab.
- Use of Software of decision sciences, Minitab® for analysis.

## Who Should Attend

The programme has been designed for Hospital CEOs, Managing Directors, Administrative Officers, Medical Superintendents, Medical directors, Nursing directors, Hospital Managers, Hospital Quality Managers, HMIS Officers, Consultants, NHM Officials, DEIC Managers, RBSK-NHM, Public Health Consultants, Doctors, Supply Chain Managers, Hospital Operations Executives, NABH Accreditation Officers, MHA/MPH faculties, MHA graduates etc. with substantial managerial responsibilities, interests, and motivation to learn and improve healthcare services.



## Venue and Duration

The training has been scheduled between **September 24-26, 2025**. The timing of the programme would be 10:00 AM – 5:00 PM. The Venue of the programme would be IIHMR University, Jaipur, India. IIHMR University is located near Jaipur International airport, Sanganer, Jaipur. The University campus provides a learning environment to the participants. The participants are welcome to use the library and recreational facilities at the campus.

## Pedagogy & Key Features

- The programme will be delivered using PPTs, Microsoft OneNote & stylus (Digital Pen), Whiteboard for explaining the concepts and cases/exercises would be solved using software. There will be use of Software for decision sciences and Minitab®.
- The participants will be provided course material, ppts, excel templates/worksheets, and related material.
- The participants would be encouraged to ask questions/queries/ interaction and discussion during the class.



## Programme Fee

The programme fee for Indian participants is **INR 24,750+18% GST** and for International Participants: **US\$ 462+18% GST**. The programme fee includes tuition, background reading material, lodging, and boarding.

- **Early Bird Discount:** Nominations received with payments on before 4-weeks (August 23, 2025) will be entitled to an early bird discount of 10%.
- **Group Discount:** Any organization sponsoring four or more participants to the program will be entitled for a discount of 20% on the total fee payable provided that at least four participants attend the program.
- **Maximum Discount:** Organization can avail themselves of both the discounts subject to maximum discount of 20%.

## Certification

A Certificate of participation on completion of the program will be issued by IIHMR University, Jaipur.

## Program Coordinator

Dr. Susmit Jain, Associate Professor, IIHMR University, Jaipur would be the faculty and course coordinator. He has 25 + years' experience in teaching, training, and research in Healthcare Operations Management. At IIHMR University, Jaipur he has taught several courses in MBA Hospital/Health, Pharmaceutical and Development Management programmes, guided several research projects, and conducted several offline / online trainings on Healthcare Operations Management/Lean Six Sigma in Healthcare. His MDP participants included senior hospital/health professionals, quality managers, NHM officials, medical superintendents, doctors, hospital managers, administrative officers, NGO professionals, hospital/health consultants, MPH/MHA students, from India, including International Participants from Nepal, Afghanistan, Bangladesh, UNFPA participants from Southeast Asian Countries, Nigeria (Africa) etc. His teaching/training feedback have been excellent. You can reach out to Dr. Susmit Jain at [susmitjain@iihmr.edu.in](mailto:susmitjain@iihmr.edu.in) / Mobile no. +91-9829238770. .



**Dr. Susmit Jain**  
Associate Professor  
IIHMR University, Jaipur



### Nominations/Registration

Please send your nominations/registrations to the following address:

#### Programme Officer (Training)

The IIHMR University  
1, Prabhu Dayal Marg, Sanganer Airport  
Jaipur – 302029, Rajasthan  
Phone Number: 0141-3924700 Mobile : +91 9358790012  
Email: [training@iihmr.edu.in](mailto:training@iihmr.edu.in)

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