

Management
Development Programme
on

Healthcare Operations Management



December 1-3, 2026



Background

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.

Use of software for decision sciences & Minitab®

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.

Pedagogy

The programme offers a multifaceted learning experience through lectures, group discussions, case studies, and hands-on experiential learning. Participants are immersed in a dynamic learning environment designed to foster theoretical understanding, actionable real-world insights, and service-ready skills.

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.

Programme Coordinator



Dr. Susmit Jain
Associate Professor
IIHMR University, Jaipur

The programme will be offered by a team of national and international subject experts.

Nominations/Registration

Please send your nominations/registrations to the following address:

Management Development Programme (MDP) Office

IIHMR University
1, Prabhu Dayal Marg, Sanganer Airport
Jaipur - 302029, INDIA
Tel: +91-141-3924700
Mobile: +91 9116006536
E-mail: training@iihmr.edu.in

Duration and Venue

The programme will start on Tuesday, December 1, 2026, and will conclude on Thursday, December 3, 2026. The programme will be held at IIHMR University, 1, Prabhu Dayal Marg, Sanganer Airport, Jaipur - 302029. The University campus provides a conducive learning environment for participants, who are welcome to use the library and recreational facilities available on campus.

Certificate

A certificate of participation on completion of the programme will be issued by IIHMR University, Jaipur.

Programme fee

The programme fee for Indian participants is Rs. 30,000 plus GST (18% as applicable), and for international participants it is USD 315 plus GST (18% as applicable). The programme fee covers tuition, background reading material, lodging, and boarding.

Discounts on Fee

- ✳️ **Early Bird Discount:** Nominations received with payment before four weeks of the commencement of the programme will be entitled to a 10% early bird discount.
- ✳️ **Group Discount:** Any organization sponsoring four or more participants to the programme will be entitled to a 20% discount on the total fee payable, provided that at least four participants attend the programme.
- ✳️ **Maximum Discount:** Organizations can avail themselves of both discounts, subject to a maximum discount of 20%.



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