

## Target Audience

This two-day course helps participants to understand the principles of Activity Based Operational Workforce Planning (ABOWP) and provides instruction in how to build more effective ABOWP tools. The course will demonstrate how the different aspects of the planning model fit together and so improve the participants understanding of how ABOWP can be applied in their own working environment and it will help participants understand the benefits to businesses from planning more accurately.

The course comprises a guide through the theory of how to set up an ABOW Plan and utilises the Waypoint web-based planning and reporting application to provide practical modelling sessions for all participants based around real life planning scenarios.

## Course Content

The key objective is for the participants to be able to recognise the steps required to build an ABOW plan that will be the effective for their own working environment and that will enable them to deliver enhanced planning tools for their business. The course aims to provide insight and education in planning techniques that are appropriate to participants who are actively involved in planning, who are customers of the planning teams (operations managers) and who are over-seeing the planning teams (central team managers)

- Day 1 covers the theory of ABOWP, what the fundamental steps for building an ABOWP model are and how the steps are linked together
- Part 1 of day 2 is for practical demonstrations of building plans, using the Waypoint application
- Part 2 of day 2 will be based around a number of planning scenarios that will give the opportunity for participants to practice planning techniques in Waypoint

Course Highlights will be;

- Deciding on the timeframe for ABOWP
- Creating a hierarchy for the business operations
- Determining the data requirements
- Building the engine to calculate the workload demand
- Processes used to balance the available resources to the demand
- An introduction to the concepts of;
  - Standard Minute Values
  - Performance rating
  - Process Improvement
- Practice in the techniques learnt using Waypoint

## Who is it for?

The course will provide the participants with the knowledge to be able to enhance operations planning tools, either by developing existing tools or by promoting new techniques for ABOWP.

The course is aimed at those personnel who are actively engaged with operations workforce planning processes either as Planners, or as members of the stakeholder groups across the planning process who would benefit from enhanced planning tools.

Participants should have a reasonable level of numeracy and be comfortable with the basic data processing techniques used in spreadsheets and databases.