



@ASK Training
Attitude | Skills | Knowledge

(24 HRS)

up to
90%
SkillsFuture
Funding

Balance Fee
SkillsFuture
Credit, PSEA
& UTAP
Claimable

Balance Fee
SkillsFuture
Enterprise
Credit
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AI IN OPERATIONS:

**ENHANCING WORKFLOW
EFFICIENCY & AUTOMATION**

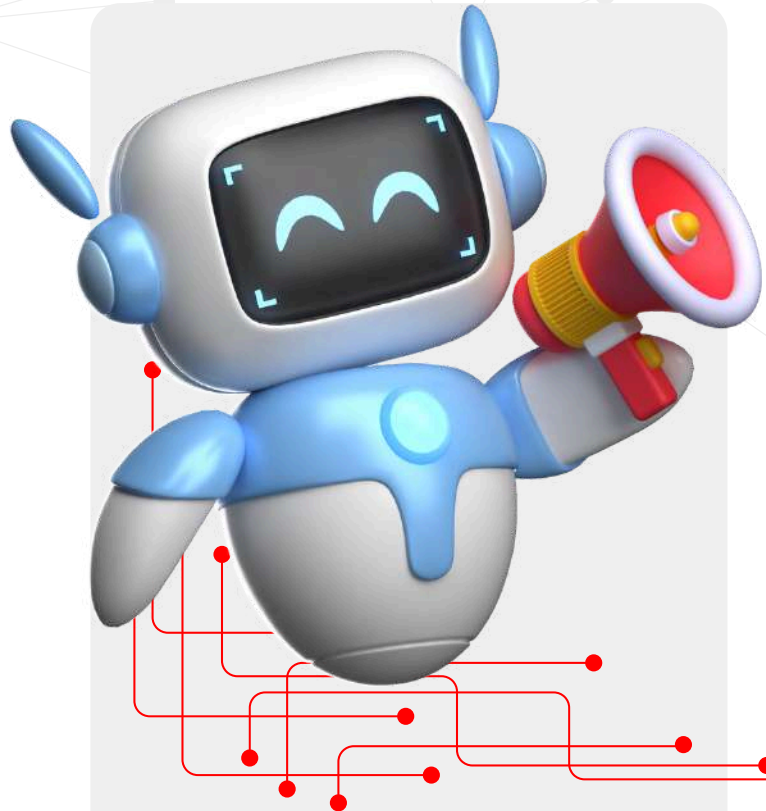
Course Synopsis

Modern operations teams keep businesses moving but are often buried in manual paperwork, messy data, and constant firefighting. This three-day, hands-on programme is designed for professionals to cut through the chaos by applying GenAI where it actually counts - from **automating the documentation lifecycle** to **mastering predictive demand forecasting**. It focuses on practical wins that reclaim productivity hours and improve daily execution.

Participants will dive into advanced diagnostics, utilising AI-driven frameworks to **identify operational waste (Muda)** and perform root cause analysis on logistical bottlenecks. The curriculum bridges the gap between fragmented legacy data and real-time awareness, allowing for sharper insights into supplier risks and inventory spikes. This shift from reactive to proactive management ensures smoother operations and leaner workflows.

Beyond technical skills, the programme prioritises future-proofing through a clear understanding of Singapore's PDPA and ethical AI governance. Attendees will develop a structured 90-Day Transformation Roadmap to **institutionalise AI workflows**, moving from "low-hanging fruit" automation to fully operational, predictive systems. Ultimately, this course empowers operations leaders to work with the speed, clarity, and confidence required for a future-ready business.

Course Code: TGS-2026064500



Prerequisites

- Experience with operations: Minimal one year of work experience with knowledge of operations.

Language:

- Attained at least WPLN level 6 OR
- Obtained Grade C6 for GCE O level English OR
- Other equivalent qualifications

Academic:

- Obtained at least a pass or C6 at GCE O Level in at least 3 subjects OR
- Candidates with other qualifications will be considered on a case-by-case basis OR
- Mature candidates (≥ 30 years old) with 8 years of relevant working experience

Total Training Hours:

- 24-hour training course including a 2-hour assessment
- Practical Assessment
- Written Assessment

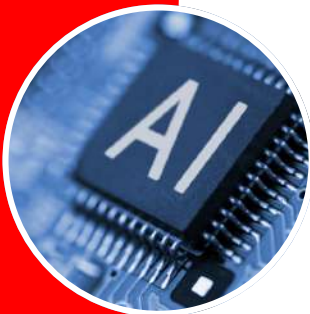
Learning Units



Learning Unit 1 The Automation Engine



Learning Unit 2 Intelligent Supply Chain & Logistics



Learning Unit 3 Data-Driven Performance



Learning Unit 4 The Future-Ready Enterprise

Course Objectives

By the end of this course, learners should be able to:

- ✓ Leverage GenAI to automate the documentation lifecycle and administrative workflows to reclaim productivity hours and reduce manual errors.
- ✓ Transform raw operational data into actionable insights and predictive forecasts to optimise inventory resilience and supply chain agility.
- ✓ Apply AI-driven diagnostic frameworks and Lean audits to eliminate operational waste (Muda) and resolve complex logistical bottlenecks.
- ✓ Navigate Singapore's PDPA landscape and ethical AI frameworks to ensure data privacy through robust human-in-the-loop oversight.
- ✓ Formulate a structured AI Strategy Canvas and a 30-day action plan to integrate specialised tools into daily business-critical operations.



Programme Fee

S\$1,362.50

(inclusive of
9% GST)

PROGRAMME FEE AFTER ELIGIBLE SSG SUBSIDIES:

From **S\$158.75**

(inclusive of 9% GST) after 90% SSG Subsidies

 Self-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Singapore Citizens ≥ 40 years old	S\$1,250.00	90% SkillsFuture Funding	S\$158.75
Singapore Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$408.75

SkillsFuture Credits can be used on top of existing subsidies

 Company-Sponsored	Course Fee before Subsidy and GST	Eligible Funding	Nett Fees Payable incl. 9% GST
Small-to-Medium Enterprise (SME) Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	S\$1,250.00	90% SkillsFuture Funding	S\$158.75
Non-SME Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old		70% SkillsFuture Funding	S\$408.75
Non-SME Singaporean Citizens ≥ 40 years old		90% SkillsFuture Funding	S\$158.75

Singapore Citizens 21 years old and above who meet special criteria* may be eligible for Additional Course Fee Funding Support (AFS) of 95% Subsidy. AFS is only eligible for SkillsFuture Career Transition Programme applicants.

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