

GreenVETAfrica

BUSINESS MANAGEMENT IN GREEN WASTE INDUSTRY MODULE

Unit 4B: OPERATIONAL MANAGEMENT



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Overview

- Operations planning and management Area of Operation
- Workforce Management
- Emergency Response Planning
- Logistics and transportation considerations
- Recruitment and hiring practices for the Waste Management Business
- Employee training and development
- Performance management and employee engagement
- Workplace health and safety
- Scaling up operations and expanding market/client reach
- Collaborative Business Models
- Community Engagement and Stakeholder Collaboration
- Risk Sharing and Mitigation
- Business sustainability and resilience
- Anticipation of future trends and disruptions
- Development of a long-term sustainability strategy
- Assessment of participants



Definition of Operational Management.

Operational management is the process of planning, supervising, and organizing supply chain activities like production, manufacturing, and the delivery of final products to customers.



1. Operations planning and management Area of Operation

- Development of efficient waste collection - **routes, schedules, and strategies**
- Effective fleet management practices for waste collection vehicles, equipment, and assets.
- Effective allocation of manpower and equipment to meet:
 - ✓ operational demands,
 - ✓ optimize workflow, and
 - ✓ ensure timely service delivery

- Management of day-to-day operations of facilities such as:
 - ✓ composting facilities,
 - ✓ recycling facilities
 - ✓ landfill sites
- Conduction of regular inspections, audits, and performance evaluations for compliance with standards.



2. Workforce Management

- Workforce Management through:
 - ✓ effective leadership,
 - ✓ training, and
 - ✓ employee engagement initiatives

3. Emergency Response Planning

- Customer service and responsiveness
- Development of:
 - ✓ emergency response plans,
 - ✓ contingency measures, and
 - ✓ crisis management protocols

4. Logistics and transportation considerations



➤ Fleet Management

✓ Selection of waste collection vehicles and equipment based on:

- operational requirements,
- service specifications, and
- waste types

➤ Logistics for waste segregation and material separation strategies

✓ compost turners,

✓ shredders,

✓ screening machines,

✓ Anaerobic Digestion Systems

➤ Safety Equipment and Personal Protective Gears

5. Recruitment and hiring practices for the Waste Management Business



- Job Analysis and Job Position Definition
- Talent Sourcing Strategies
 - ✓ Candidate screening and selection
 - ✓ Interviewing techniques
 - ✓ Onboarding and specific job training programs
- Employee retention strategies



6. Employee training and development

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- Training needs assessment
- Technical skills training
- Safety and hazard awareness training
- Customer service and communication skills training
- Leadership and management development training

Employee training and development

7. Performance management and employee engagement



- Goal setting and performance planning
- Performance evaluation systems
- Recognition and rewards programs
- Team building and collaboration
- Work-life balance initiatives



8. Workplace health and safety

- Compliance with regulations
- Hazard identification and risk assessment
- Proper use of personal protective equipment
- Safe handling of hazardous materials
- Ergonomics and injury prevention
- Emergency preparedness and response
- Safety inspections and audits

9. Scaling up operations and expanding market/client reach



10. Collaborative Business Models

- joint ventures,
- consortia,
- cooperative partnerships with industry stakeholders, suppliers, or competitors
- technology partnerships

11. Community Engagement and Stakeholder Collaboration

- Community education on handling and disposal of waste



12. Risk Sharing and Mitigation

- contractual agreements,
- insurance coverage

13. Business sustainability and resilience

14. Anticipation of future trends and disruptions

15. Development of a long-term sustainability strategy

Assessment of participants



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Thank you



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