

# **CBOP CERTIFIED BUSINESS OPERATIONS PROFESSIONAL**

**Operation Management Attributes Understand and implement Effective Strategies**

**Workplace Layout and SLAs Maximizing the Management of Your Organization**

**Process Improvement & Optimization Maximizing the Management of Your Organization**

**Management and Continuous Improvement Implementing a Culture of Change and Continuous Improvement**

**Management and Continuous Improvement Effective Management Projects**

**Capacity Management**

**Resources and Work Processes Resource Management for Operations**

**Identification of Problem Types/ Processes/Poor Quality Cost of Quality  
(Preventative/Appraisal/Failure Cost)**

**Root Cause Analysis II Measuring the Problem**

**Root Cause Analysis Process**

**CBOP Exam**