

Operations Strategy for Leaders

Day 1

Foundations of Operations Strategy

- Operations Strategy – Definition, characteristics, and challenges
- The new operations agenda
- The operational contribution to strategy
- Operations performances
- Aligning Operations with Business Goals and market needs – Trade off
- Key decisions area: Utilizing Gemba Walks for Operational Insights

Day 2

Process design, process layout and capacity management

- Runners, Repeaters & Strangers
- Process design and layout for volume and variety
- Process technology and AI
- People and processes
- Capacity management
- The Bottleneck
- The coping zone.

Day 3

Lean, Inventory and agile operations and projects

- Inventory management
- TPS
- Lean operations
- Value Stream Mapping
- Wastes identification
- Agile operations
- Agile projects

Day 4

Quality management

- Quality management
- Process experience
- Service Blueprint
- Service quality Gap
- Process analysis
- Common techniques for process improvement / problem analysis

Day 5

Change leadership and sustainable improvement.

- Change Leadership
- Measuring and Communicating Executive Impact for Ongoing Improvement
- Sustainability as a value creation
- Risk analysis
- Course review