



Developing a Leading Edge Operations Strategy

Sample Schedule

Live Online via Zoom

*****All times notes are in Eastern U.S. (Boston) time.**

DAY 1

9:00 AM	Welcome & Introductions
9:15 AM – 12:30 PM	Operations Strategy Issues
	Capacity Management in Highly Utilized Service Systems
12:30 – 1:30 PM	Lunch
1:30 – 3:05 PM	Case Study MGH
3:05– 3:20 PM	Break
3:20 – 4:45 PM	Strategic Capacity Planning
4:45 – 5:00 PM	Reflections on Day 1

DAY 2

9:00 AM – 12:30 PM	Inventory Management Tools and Resources
	Disruption via Operations, Capabilities - Amazon Fresh
12:30 – 1:30 PM	Lunch
1:30 – 3:05 PM	Operational Focus - The Morrison Company
3:05– 3:20 PM	Break
3:20 – 4:45 PM	Process Management - BYD Company
4:45 – 5:00 PM	Reflections on Day 2