

****All times noted are Eastern U.S. Time (EST)*

DAY 1

9:00AM – 10:45AM	Introductions & Expectations A Framework for Operations Strategy (with Simulation) <i>Vivek Farias</i>
10:45AM – 11:00AM	BREAK
11:00AM – 12:30PM	Capacity Management in Highly Utilized Systems <i>Vivek Farias</i>
12:30PM – 1:15PM	BREAK
1:15PM – 2:45PM	Applications to MGH (PATA) and Uber <i>Vivek Farias</i>
2:45PM – 3:00PM	BREAK
3:00PM – 4:30PM	Disruption via Operational Capabilities: <i>Amazon Fresh</i> <i>Thomas Roemer</i>

DAY 2

9:00AM – 10:30AM	Operational Focus: The Morrison Company <i>Thomas Roemer</i>
10:30AM – 10:45AM	BREAK
10:45AM – 12:15PM	Strategic Capacity Planning <i>Thomas Roemer</i>
12:15PM – 12:30 PM	Certificate Ceremony
12:30PM – 1:15PM	BREAK
1:15PM – 2:45PM	Inventory Management, Tools, and Processes <i>Thomas Roemer</i>
2:45PM – 3:00PM	BREAK
3:00PM – 4:30PM	Process Management: BYD Company <i>Thomas Roemer</i>