



# Developing a Leading Edge Operations Strategy

Sample Schedule

Live Online Via Zoom

---

***\*\*\*All times notes are in Eastern (Boston, MA) time.***

## **DAY 1**

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

## **DAY 2**

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