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  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