



Strategic Operations Management Training Course

23 August – 3 September 2027
Montreux

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Ref: 103600410_102548 **Date:** 23 August – 3 September 2027 **Location:** Montreux **Fees:** 15000 Euro

Overview

Enterprise competitiveness depends on operating models that adapt to shifting market requirements and technological change. This strategic operations management training course delivers structured frameworks for redesigning core workflows, eliminating operational waste, and integrating end-to-end supply networks. Participants examine transformation methods, lean production tools, agile delivery techniques, and performance analytics to align operational execution with long-term corporate priorities. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Operations managers seeking to improve cross-functional throughput and service delivery.
- Supply chain directors responsible for sourcing, distribution, and inventory governance.
- Process improvement specialists leading workflow rationalization and quality initiatives.
- Business transformation consultants guiding change programs across operating units.
- Manufacturing supervisors managing shop-floor productivity, schedule adherence, and asset utilization.
- Strategic planning analysts aligning production capacity with market demand projections.
- Innovation officers embedding continuous improvement and digital solutions into standard workflows.

Departments and Industries

This program supports multi-disciplinary operational leadership across industrial and service sectors.

- Operations and Production Units in Industrial Manufacturing
- Supply Chain and Distribution Groups in Retail and E-commerce
- Transformation and Process Quality Divisions in Healthcare Systems
- Operational Strategy and Compliance Teams in Public Utilities
- Logistics and Fulfillment Networks in Global Transport
- Enterprise Support and Service Operations in Financial Services

Learning Objectives

By the end of this course, participants will be able to:



- Construct operational strategies that directly support overarching organizational goals.
- Deploy lean principles and value stream mapping to eliminate process waste.
- Implement agile operational workflows to accommodate demand fluctuations.
- Design enterprise forecasting models and robust capacity utilization schedules.
- Structure resilient supply networks utilizing integrated inventory control models.
- Lead organizational transformation initiatives while managing resistance to operational change.
- Evaluate make-or-buy decisions and establish governance for strategic outsourcing.
- Build real-time key performance indicator scorecards for operational monitoring.

Course Agenda

Day 1: Operational Strategy and Strategic Fit

- Foundations of strategic operations management and enterprise value architecture
- Translating corporate objectives into operational operating models
- Evaluating competitive operational priorities across quality, cost, speed, and flexibility
- Structured operations decision-making frameworks and analytical toolsets
- Principles of operational fit and functional alignment across enterprise units
- Mapping enterprise strategy to shop-floor and front-line execution plans
- Structured review session: Strategy deployment and alignment assessment

Day 2: Process Architecture and Transformation

- Process design methodologies and workflow innovation models
- Frameworks for leading operational transformation programs
- Principles and application of business process reengineering
- Aligning human resource capabilities with redesigned workflow structures
- Cultivating workplace environments that encourage process experimentation
- Embedding resource conservation and sustainability standards into core processes
- Structured review session: Identifying high-impact process reinvention targets

Day 3: Strategic Supply Chain Architecture

- Designing responsive and cost-effective supply chain strategies
- Inventory positioning models and multi-echelon stock management
- Evaluating JIT replenishment alongside MRP and enterprise resource platforms
- Integrating multi-tier supplier networks for material transparency
- Collaborative operating models across extended enterprise partners
- Risk identification and mitigation frameworks for global supply channels
- Structured review session: Supply chain vulnerability and resilience analysis

Day 4: Operational Forecasting and Performance Metrics

- Quantitative and qualitative demand forecasting techniques
- Rough-cut capacity planning and aggregate production scheduling
- Designing balanced operational scorecards and executive dashboards
- Cost-to-serve analysis and operational asset productivity optimization
- Continuous improvement mechanisms and structured Kaizen facilitation
- Cross-plant operational benchmarking and internal best practice transfer
- Structured review session: Translating performance data into corrective actions

Day 5: Lean and Six Sigma Execution

- Core lean production tenets and identifying the primary forms of operational waste
- Six Sigma principles and statistical process variation control
- Facilitating value stream mapping sessions to diagnose flow inhibitors
- Root cause elimination techniques using the DMAIC framework
- Comparing lean responsiveness with Six Sigma variance reduction strategies
- Visual management controls, 5S standards, and error-proofing mechanisms
- Structured review session: Designing a functional process improvement roadmap

Day 6: Organizational Innovation and Change Governance

- Structuring operations to systematically identify and test innovative practices
- Developing supervisory capabilities to champion ongoing operational change
- Overcoming functional silos through coordinated cross-departmental workflows
- Change governance models for complex operational transitions
- Diagnosing and addressing operational resistance among front-line teams
- Establishing reward systems that reinforce process discipline and innovation
- Structured review session: Formulating an operational change management plan

Day 7: Technology Integration and Systems Modernization

- Conducting make-or-buy evaluations and managing external supplier partnerships
- Integrating enterprise resource planning systems with production workflows
- Cloud-based operational platforms and collaborative workflow software
- Supply chain visibility tools and track-and-trace implementation
- Applying operational data analytics for predictive maintenance and throughput planning
- Evaluating operational readiness for automated workflow solutions
- Structured review session: Developing a technology adoption and integration charter



Day 8: Operations Leadership and High-Performance Teams

- Structuring high-performance operational and production teams
- Communication protocols for operations managers during peak and disrupted periods
- Cross-functional alignment mechanisms between operations, sales, and procurement
- Coaching front-line supervisors in problem-solving and accountability
- Managing operational execution cadence through daily standups and visual reviews
- Building talent pipelines and core technical competencies within operations
- Structured review session: Assessing operational team maturity and performance gaps

Day 9: Execution Governance and Risk Management

- Developing cascading operational plans linked to annual business budgets
- Operational key performance indicators and audit governance frameworks
- Managing international operational footprints and distributed facility networks
- Business continuity planning and disaster recovery protocols for supply networks
- Enterprise risk management integration within daily operational governance
- Disciplined execution routines to ensure strategic project milestones are met
- Structured review session: Conducting an operational risk and resilience audit

Day 10: Future Operational Models and Capstone Integration

- Emerging operational models and digital operating transformations
- Assessing workflow automation, robotics, and smart manufacturing applications
- Integrating environmental sustainability targets into core operational scorecards
- Managing operational complexity amid shifting global trade dynamics
- Developing long-range operational roadmaps for sustained organizational value
- Presentation of operational innovation capstone plans and expert feedback
- Structured review session: Synthesizing program takeaways into back-at-work plans

Practical Exercises

Participants apply program concepts through pragmatic workplace simulations and structured problem-solving tasks.

- Design a functional value stream map to isolate process bottlenecks and lead-time delays.
- Build an operational capacity model balancing volatile demand forecasts against equipment constraints.
- Formulate an operational risk matrix and contingency action plan for supply chain disruption.
- Draft an implementation roadmap for a business process reengineering initiative.



FAQs

What specific qualifications or prerequisites are needed for participants before enrolling in the course?

There are no formal educational prerequisites required. The curriculum is structured for operational professionals, supervisors, and analysts who possess practical familiarity with baseline organizational workflows or departmental strategy.

How long is each day's session, and is there a total number of hours required for the entire course?

Daily sessions run for four to five hours, encompassing structured conceptual delivery, practical exercises, and peer discussion. The complete ten-day agenda delivers forty to fifty cumulative hours of professional instruction.

What is the difference between lean operations and agile operations techniques?

Lean operations prioritize systematic waste reduction, standardization, and cycle-time efficiency in predictable environments. Agile techniques focus on flexibility, rapid reconfigurability, and iterative adjustments to manage fluctuating demand patterns. Both methodologies are synthesized during this training to balance efficiency with responsiveness.

Conclusion

Operational success requires balancing short-term efficiency with the structural agility needed for long-term growth. By mastering process innovation, lean principles, and supply network integration, leaders build dependable operating environments that drive customer value and organizational performance.