

Queen Hedvig Academy – Program for Management Development

Module: Operations management

The demands on today's Operations extend well beyond customary cost control and resource efficiency of Supply Chain.

Between performance focus, risk management, project management, business resilience and agility, contemporary Operations management has transformed into engine of stability, growth and innovation. Companies and leadership teams that don't grasp that, do so at their own peril.

Even the most innovative and best ideas will amount to nothing, without finding a smart and effective way to the market. Even the most ground-breaking tools will remain only the flashy gimmicks, without purposeful decisions, projects and change management. Even the greatest talent will deliver very little, when stuck in constant tug of war between functional domains.

This module will provide you with a candid perspective on how to recognize and look at the Operations management, for increased returns.

From strategic context for Operations management, understanding key elements of scope, moving beyond simple metrics towards value capture, to digital acceleration and cultural unlock – you will expand your business leadership toolkit to actually make the difference and bring it to the customers and associates alike.

Designed from combination of theory, practical insights and real-life cases, it's aimed to inspire both awareness and application of modern Operations management in your organization.

Sessions:

1. Operations management as competitive force (90 min)
2. Teamwork – quantifying impact (30 min)
3. Change management and leadership (90 min)

Questions to reflect on before we meet:

1. How do you define scope of Operations management in your organization?
2. How do you define value?
3. Strategy v execution and innovative v disruptive – which ones are worth more?
4. Did you experience failed transformations? Why did these underdeliver?
5. What's the biggest blocker to successful result?