

THE BOSTON ADVANCED OPERATIONAL MANAGEMENT PROGRAMME



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Introduction

The Boston Advanced Operational Management Programme Training Course prepares operations leaders to run delivery as a competitive advantage rather than a cost to be minimised. Participants work through operations strategy, process design, capacity planning, and performance leadership in an intensive sequence. The programme combines Lean and quality methods with financial and risk discipline. As a result, learners gain an integrated system for improving cost, quality, and speed together. Furthermore, the course strengthens improvement leadership, asset performance, and the governance that keeps operational gains from slipping back.

The Boston Advanced Operational Management Programme Course Objectives

- Set operations strategy aligned with business strategy and customer requirements.
- Apply the four Vs and the order-winners/order-qualifiers model.
- Design operating models covering capacity, layout, and process architecture.
- Apply Lean principles, value stream mapping, and waste elimination.
- Use Six Sigma DMAIC and statistical process control (SPC) for quality improvement.
- Plan capacity and demand with forecasting and aggregate planning.
- Apply total productive maintenance (TPM) and overall equipment effectiveness (OEE).
- Manage operational risk with risk registers and business continuity planning.
- Set operational KPIs with baselines, targets, and productivity metrics.
- Lead continuous improvement, quality culture, and operations teams.

Course Methodology

- Executive case discussions on operations strategy and turnaround.

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- Workshops on value stream mapping, capacity planning, and KPI design.
- Group work on operating model design and improvement programmes.
- Hands-on practice with SPC charts, OEE calculation, and cost of quality.
- Simulation of demand surges, capacity constraints, and quality failures.
- Executive coaching and peer review on operations improvement plans.

Who Should Take This Course

- Operations directors, plant managers, and production leaders.
- Service operations and delivery directors.
- Continuous improvement and Lean programme leaders.
- Quality directors and process excellence professionals.
- Supply chain and capacity planning leaders.
- Consultants supporting operations transformation.

The Boston Advanced Operational Management Programme Course Outlines

Day 1: Operations Strategy and Competitive Positioning

- The strategic role of operations in competitive advantage.
- The four Vs: volume, variety, variation, and visibility.
- Order winners and order qualifiers in operations design.
- Aligning operations strategy with business strategy.
- Trade-offs: cost, quality, speed, flexibility, and dependability.



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- Make-or-buy and vertical integration decisions.
- Case discussion: an operations strategy that won market share.

Day 2: Process Design and Lean Thinking

- Process types and layout decisions.
- Value stream mapping and identifying the seven wastes.
- Lean principles: flow, pull, and takt time.
- Standard work, 5S, and visual management.
- Kaizen events and rapid improvement methods.
- Business process reengineering (BPR) for step-change improvement.
- Workshop: mapping and redesigning a core process.

Day 3: Quality, Six Sigma, and Cost of Quality

- Total quality management (TQM) principles and quality culture.
- Cost of quality: prevention, appraisal, and failure costs.
- Six Sigma DMAIC methodology in practice.
- Statistical process control (SPC) and control chart interpretation.
- Root cause analysis and corrective action systems.
- Quality standards, audit readiness, and supplier quality.
- Exercise: building an SPC chart and interpreting variation.

Day 4: Capacity, Assets, and Operational Risk

- Demand forecasting and aggregate planning.
- Capacity planning, bottleneck management, and scheduling.
- Total productive maintenance (TPM) and overall equipment effectiveness (OEE).



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- Inventory, lead time, and work-in-progress control.
- Operations risk registers and business continuity planning.
- Health, safety, and compliance in operations leadership.
- Simulation: managing a demand surge with constrained capacity.

Day 5: Performance Leadership and Sustained Improvement

- Operational KPIs: productivity, OEE, cycle time, and defect rates.
- Dashboards, reporting cadence, and performance dialogue.
- Daily management and tiered accountability routines.
- Building a continuous improvement culture and capability.
- Leading teams through change and improvement fatigue.
- Sustaining gains and institutionalising standards.
- Capstone: presenting a strategic operations improvement plan.

Conclusion

By successfully completing The Boston Advanced Operational Management Programme, participants will gain an integrated command of operations strategy, process improvement, and performance leadership. They will acquire skills in Lean and Six Sigma, capacity and asset performance, operational risk, and improvement governance. Gentex Training Center designs the programme to help leaders improve operations continuously and turn delivery capability into competitive advantage.

FAQs





Q1 What is the "The Boston Advanced Operational Management Programme" course about?

It prepares operations leaders to run delivery as a competitive advantage. The programme spans operations strategy, process design and Lean, quality and Six Sigma, capacity and asset performance, operational risk, and performance leadership across the operations function.

Q2 What are the key benefits of the "The Boston Advanced Operational Management Programme" course?

You gain an integrated system for improving cost, quality, and speed together. The programme strengthens strategy-to-operations alignment, sharpens quality and process control, reduces waste and downtime, and gives leaders routines that keep improvement going after the programme ends.

Q3 What skills will I gain from the "The Boston Advanced Operational Management Programme" course?

You will develop four core skills: operations strategy and operating model design, Lean process improvement, quality management with Six Sigma and SPC, and capacity, asset, and operational risk leadership.



Q4 What tools, methods, or standards are covered in the "The Boston Advanced Operational Management Programme" course?

The programme covers the four Vs, the order-winners/order-qualifiers model, value stream mapping and the seven wastes, takt time, 5S, Kaizen, business process reengineering (BPR), total quality management (TQM) and cost of quality, the Six Sigma DMAIC methodology, statistical process control (SPC) control charts, demand forecasting and aggregate planning, total productive maintenance (TPM), overall equipment effectiveness (OEE), risk registers, business continuity planning, and operational KPIs.

Q5 How is the "The Boston Advanced Operational Management Programme" course applied in real-world practice?

Participants apply it to real work such as redesigning a production line, launching a Kaizen programme across sites, setting up SPC monitoring on a critical operation, and building an operations scorecard. The same methods support capacity planning reviews and business continuity planning.