

THE BOSTON GLOBAL STRATEGIC AND OPERATIONAL MANAGEMENT PROGRAMME



GENTEX[®]
TRAINING CENTER



Introduction

The Boston Global Strategic and Operational Management Programme Training Course prepares leaders to connect corporate strategy with the operations that deliver it. Participants move from industry and capability analysis into operating model design, capacity planning, and performance control in one continuous sequence. The programme bridges global strategy, resource alignment, and execution discipline. As a result, learners gain a single logic that runs from strategic intent to shop-floor or service-floor results. Furthermore, the course strengthens cross-functional governance, operational risk management, and the improvement leadership that keeps performance from drifting.

The Boston Global Strategic and Operational Management Programme Course Objectives

- Formulate strategic intent and translate it into operational objectives.
- Analyse external context with PESTLE, Porter's Five Forces, and scenario planning.
- Assess capability with the VRIO framework and value chain analysis.
- Design operating models covering process, capacity, and service delivery.
- Apply Lean principles, value stream mapping, and waste elimination.
- Use Six Sigma DMAIC and statistical process control (SPC) for quality.
- Plan capacity and demand with forecasting and aggregate planning.
- Align resources, budgets, and initiatives with strategic priorities using the Balanced Scorecard.
- Manage operational and strategic risk with risk registers and continuity planning.
- Set strategic and operational KPIs with baselines, targets, and review cadence.

Course Methodology

- Executive case discussions linking strategy to operations.

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Workshops on strategy analysis, operating model design, and KPI architecture.
- Group work on capacity planning, portfolio review, and alignment routines.
- Hands-on practice with value stream mapping, SPC charts, and OEE calculation.
- Simulation of demand surges, capacity constraints, and strategy-execution gaps.
- Executive coaching and peer review on integrated improvement plans.

Who Should Take This Course

- Operations and general managers with strategic responsibility.
- Strategy directors bridging corporate intent and delivery.
- Plant, service delivery, and supply chain leaders.
- Continuous improvement and performance leaders.
- Programme and transformation directors.
- Consultants supporting strategy-to-operations integration.

The Boston Global Strategic and Operational Management Programme Course Outlines

Day 1: Strategic Foundations and Operational Purpose

- Strategic intent, mission, and measurable objectives.
- Levels of strategy: corporate, business, and operational.
- The four Vs: volume, variety, variation, and visibility.
- Order winners and order qualifiers in delivery design.
- Aligning operational purpose with customer requirements.
- Trade-offs: cost, quality, speed, flexibility, and dependability.
- Case discussion: a strategy that lost its way in delivery.





Day 2: Strategic and Market Analysis

- PESTLE and scenario planning for an uncertain environment.
- Industry structure with Porter's Five Forces.
- Strategic group mapping and competitor positioning.
- Resource-based view and the VRIO framework.
- Value chain analysis and core competence identification.
- Portfolio review with the BCG and GE-McKinsey matrices.
- Workshop: analysing a sector and setting strategic priorities.

Day 3: Operating Model and Process Design

- Operating model components: process, people, technology, and governance.
- Process types, layout, and flow decisions.
- Value stream mapping and the seven wastes.
- Lean principles: flow, pull, and takt time.
- Standard work, 5S, and visual management.
- Business process reengineering (BPR) for step-change improvement.
- Exercise: redesigning a core process end to end.

Day 4: Quality, Capacity, and Resource Alignment

- Total quality management (TQM) and cost of quality.
- Six Sigma DMAIC and statistical process control (SPC).
- Demand forecasting and aggregate planning.
- Capacity planning, bottleneck management, and scheduling.
- Total productive maintenance (TPM) and overall equipment effectiveness (OEE).

LEARN BOLD. LEAD BEYOND

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com



- Translating strategy into resources with the Balanced Scorecard and OKRs.
- Simulation: managing a demand surge with constrained capacity.

Day 5: Performance Governance and Sustained Improvement

- Strategic and operational KPIs: productivity, OEE, cycle time, defect rates.
- Dashboards, reporting cadence, and performance dialogue.
- Strategic control systems, milestones, and review routines.
- Operational and strategic risk registers with business continuity planning.
- Building a continuous improvement culture and capability.
- Avoiding strategic drift and sustaining gains.
- Capstone: presenting an integrated strategic and operational plan.

Conclusion

By successfully completing The Boston Global Strategic and Operational Management Programme, participants will gain an integrated command of strategy formulation, operating model design, and performance governance. They will acquire skills in strategic analysis, Lean and Six Sigma improvement, capacity and resource alignment, and operational risk control. Gentex Training Center designs the programme to help leaders link direction to delivery and hold performance steady.

FAQs





Q1 What is the "The Boston Global Strategic and Operational Management Programme" course about?

It prepares leaders to connect corporate strategy with the operations that deliver it. The programme spans strategic foundations, strategic and market analysis, operating model and process design, quality and capacity alignment, and performance governance across the organization.

Q2 What are the key benefits of the "The Boston Global Strategic and Operational Management Programme" course?

You gain a single logic that runs from strategic intent to operational results. The programme tightens strategy-to-operations alignment, improves quality and process control, sharpens capacity and resource decisions, and gives leaders governance routines that catch strategic drift early.

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

You will develop four core skills: strategic analysis and objective setting, operating model and Lean process design, quality management with Six Sigma and SPC, and capacity, resource, and performance governance leadership.



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

The programme covers PESTLE, scenario planning, Porter's Five Forces, strategic group mapping, the VRIO framework, value chain analysis, the BCG and GE-McKinsey matrices, the four Vs, order winners and order qualifiers, value stream mapping and the seven wastes, takt time, 5S, business process reengineering (BPR), total quality management (TQM) and cost of quality, the Six Sigma DMAIC methodology, statistical process control (SPC), demand forecasting and aggregate planning, total productive maintenance (TPM), overall equipment effectiveness (OEE), the Balanced Scorecard, OKRs, and risk registers with business continuity planning.

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

Participants apply it to real work such as redesigning a core delivery process, building an operations scorecard tied to strategic objectives, planning capacity for a demand surge, and setting up SPC monitoring on a critical operation. The same methods support portfolio reviews and business continuity planning.