

Lean Operations:

Managing Risk and Uncertainty

December 2-8, 2020

Information Session

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Managing Risk and Uncertainty

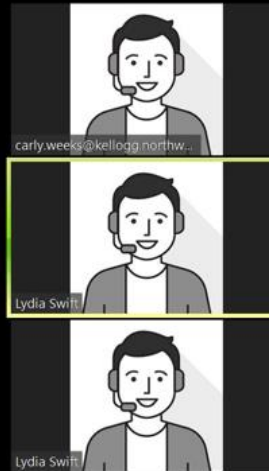
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carly.weeks@kellogg.northw...

Lydia Swift

Lydia Swift

Participants (2)

Megan Bloem (Me)

Elodie Joubert (Host)

Raise Hand

yes

no

go slower

go faster

more

Mute Me

Zoom Group Chat

To: Everyone

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The Support Team



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Associate Director
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Kate Wegener
Session Support

Program Academic Directors



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Academic Director
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Professor of Operations Management



Achal Bassamboo

Academic Director
Charles E. Morrison Professor of Decision
Sciences
Chair of Operations Department

Let's hear from you

- Where are you? What is your nearest big city?
- What is your professional experience/interest?

Three popular points of view of operations

1. Good operations are low cost operations.
2. Digitization always improves the process.
3. Over time, we must be getting better at forecasting and thus must be better at our operations execution.

Breakout room

- Consider the three statements. Do you agree or disagree?
- Provide an example or a counterexample for each of the three.

Structure of the course

LEAN OPERATIONS: MANAGING RISK AND UNCERTAINTY					DECEMBER 2-8, 2020
Academic Directors: Achal Bassamboo and Jan Van Mieghem					Program Manager: Nancy Cacioppo
Time (US Central)	Day 1 Wednesday December 2	Day 2 Thursday December 3	Day 3 Friday December 4	Day 4 Monday December 7	Day 5 Tuesday December 8
8:00-8:30		Coffee Chat (optional)	Coffee Chat (optional)	Coffee Chat (optional)	Coffee Chat (optional)
8:30–9:30	Program Welcome and Introductions	Operational KPIs & The Business Process Flows Framework	Analyzing Process Flows: Bottlenecks <i>Pizza Pazzo</i>	Impact of Uncertainty	Risk Management and Operational Hedging
	The Strategic Role of Operations Jan Van Mieghem				
9:45-10:45	<i>Shouldice</i>	<i>Armadio da Sorella</i>	Lean Ops	Managing the Corrupting Influence of Variability <i>BAT Case</i>	Data driven Ops UBER
	Jan Van Mieghem	Achal Bassamboo			
11:00-12:00	<i>Wriston</i>	Linking KPI to Financials	Lean Ops, Variability & kaizen	Inventory+Risk	Presentations & Wrap-Up
	Jan Van Mieghem				
12:15-1:15		Project Preparation Jan Van Mieghem	Project Preparation Jan Van Mieghem		

Q & A

For more information:

- See the link in the chat box
- Go to **kell.gg/kxleanops**
- Contact your program Advisor – Sheneen Landry
s-landry@kellogg.northwestern.edu

Thank you!