Lean Operations:
Managing Risk and Uncertainty

December 2-8, 2020

Information Session
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The Support Team

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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.
• 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

**Academic Directors:** Achal Bassamboo and Jan Van Mieghem

**DECEMBER 2-8, 2020**

**Program Manager:** Nancy Cacioppo

<table>
<thead>
<tr>
<th>Time (US Central)</th>
<th>Day 1 Wednesday December 2</th>
<th>Day 2 Thursday December 3</th>
<th>Day 3 Friday December 4</th>
<th>Day 4 Monday December 7</th>
<th>Day 5 Tuesday December 8</th>
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<tr>
<td>8:00-8:30</td>
<td>Coffee Chat (optional)</td>
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<td>9:45-10:45</td>
<td>Shouldice&lt;br&gt;Jan Van Mieghem&lt;br&gt;Achal Bassamboo</td>
<td>Armadio da Sorella&lt;br&gt;Achal Bassamboo&lt;br&gt;Jan Van Mieghem</td>
<td>Lean Ops&lt;br&gt;Jan Van Mieghem</td>
<td>Managing the Corrupting Influence of Variability&lt;br&gt;BAT Case&lt;br&gt;Achal Bassamboo</td>
<td>Data driven Ops UBER&lt;br&gt;Achal Bassamboo</td>
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<tr>
<td>11:00-12:00</td>
<td>Wrston&lt;br&gt;Jan Van Mieghem&lt;br&gt;Achal Bassamboo</td>
<td>Linking KPI to Financials&lt;br&gt;Achal Bassamboo&lt;br&gt;Jan Van Mieghem</td>
<td>Lean Ops, Variability &amp; kaizen&lt;br&gt;Jan Van Mieghem</td>
<td>Inventory+Risk&lt;br&gt;Achal Bassamboo</td>
<td>Presentations &amp; Wrap-Up&lt;br&gt;Jan Van Mieghem</td>
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<td>12:15-1:15</td>
<td>Project Preparation&lt;br&gt;Jan Van Mieghem</td>
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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!