

Lean Operations

Managing risk and uncertainty

In-person

April 27-29, 2025

\$6,900*

Live virtual

Nov. 18-22, 2024

Nov. 17-21, 2025

\$4,150*

Perform a strategic operational audit. Design effective processing systems. Identify metrics to measure improvements. Based on the science of lean operations, this program will give you the tools and framework for operating a world-class organization.

Designed for executives, consultants and other individuals involved with an organization's operations, this collaborative learning experience will show you how to optimize your organization's costs, quality, speed and customer service — all of which will make a significant impact on your bottom line. Frameworks for diagnosing, improving and designing effective processing systems will be explored through real-world case studies, group workshops and computer-simulation models.

Under the guidance of an esteemed faculty team, you will analyze the laws that govern operations, explore the Business Process Flows Framework and investigate the critical link between operational drivers and business strategies. These exercises will help you master and implement the practice of lean operations at your organization.

“In a concentrated but deliberate fashion, this course provided a thoughtful perspective on understanding variability in a variety of processes — manufacturing, services, nonprofit — and how to qualitatively and quantitatively dissect them to provide a framework for continuous evaluation and improvement.”

PHYSICIAN, CLEVELAND CLINIC

Key benefits

- Linking the operational key performance indicators to the financial metrics and the operating system
- Customize policies according to your systems' natural tendencies
- Analyze process flows to target improvement efforts
- Identify strategies for increasing throughput, shortening flow time, reducing variability and improving quality while managing risk and uncertainty
- Learn operations risk management

Who should attend

- Executives who are moving into an operations role and want to learn or review the essence of operations management
- Senior manufacturing and service industry executives responsible for developing and executing operations strategy
- Managers who want to improve existing operational systems
- Consultants and engineers who must justify the cost of improvement projects
- Production control specialists

Learn more and apply: kell.gg/kxleanops

* Your in-person program fee includes accommodations, meals and course materials.
Dates and program fees are subject to change.

Program content

The strategic role of operations

- Strategic operations framework
- Defining improvement

The business process flows framework

- Analyzing process flows: basic operational measures
- Linking operational metrics with financial metrics

The Toyota production system

- Diagnosing common problems
- Lean tools
- Making improvements and Kaizen

“Every operations specialist should have the skills from this [program] in their toolbox. The knowledge ... is relevant, insightful, and immediately applicable in almost any operational setting.”

EXECUTIVE DIRECTOR OPERATIONS, FALKEN TIRE

Basic process dynamics

- WIP, flow time, throughput relationships
- Little's Law
- Internal benchmarking
- Analyzing bottlenecks

The corrupting influence of variability and uncertainty

- Mechanics of congestion
- Batching effects
- Buffering with WIP, capacity and service
- Diagnostics

Data-driven operations and risk

- Noise versus signal
- Risk assessment
- Controlling a process
- Risk management strategy

The faculty

Widely regarded as operations experts, this faculty team offers both strategic insights and tactical tools to create a well-rounded and robust learning environment.

Achal Bassamboo

Co-Academic Director;
Charles E. Morrison Professor
of Decision Sciences; Professor
of Operations; Co-Director
of MMM Program; Chair of
Operations Department

James Van Mieghem

Co-Academic Director;
A. C. Buehler Professor;
Professor of Operations

*Please note:
Faculty is subject to change.*



Your learning experience

Whether you choose to join us in-person or in a live virtual format, you'll be immersed in a rich learning environment that fosters personal growth. You'll be guided through a transformative experience with our world-renowned faculty and active engagement with your peers.

Learn more and apply:
kell.gg/kxleanops

Consult with an Advisor:
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