

# Lean Operations

## Managing Risk and Uncertainty

**ACADEMIC DIRECTORS:** Achal Bassamboo and Jan Van Mieghem

### TOPIC OVERVIEW — LIVE VIRTUAL FORMAT

This live virtual program will be offered in half day sessions and will include regular breaks and significant interaction with faculty and other participants. All times are Central Time.

WEEK 1			DAY 1: Wednesday	DAY 2: Thursday	DAY 3: Friday
8:30am - 9:30am CT			Program Welcome and Introductions The Strategic Role of Operations Van Mieghem	Operational KPIs and The Business Process Flows Framework Bassamboo	Analyzing Process Flows: Bottlenecks <i>Pizza Pazza</i> Van Mieghem
9:45am - 10:45am CT			The Strategic Role of Operations <i>Shouldice</i> Van Mieghem	Operational KPIs and The Business Process Flows Framework <i>Permanent Clothing Solution Rentals</i> Bassamboo	Lean Ops Van Mieghem
11:00am - 12:00pm CT			The Strategic Role of Operations <i>Wriston</i> Van Mieghem	Analyzing Process Flows: Impact of Variability Bassamboo	Lean Ops, Variability and kaizen Van Mieghem
Evening				Project Preparation Van Mieghem	Project Preparation Van Mieghem
WEEK 2	DAY 4: Monday	DAY 5: Tuesday			
8:30am - 9:30am CT	Impact of Uncertainty Bassamboo	Risk Management and Operational Hedging Bassamboo			
9:45am - 10:45am CT	Managing the Corrupting Influence of Variability <i>BAT Case</i> Bassamboo	Data driven Ops <i>UBER</i> Bassamboo			
11:00am - 12:00pm CT	Inventory+Risk Bassamboo	Presentations and Wrap-Up Van Mieghem			

Learn more and apply:  
[kell.gg/kxleanops](http://kell.gg/kxleanops)

Consult with an Advisor:  
[execed@kellogg.northwestern.edu](mailto:execed@kellogg.northwestern.edu)  
847.467.6018

Northwestern University reserves the right to change without notice any statement in this publication concerning, but not limited to, rules, policies, tuition, fees, curricula and courses. This includes the right to cancel a program at any time for any reason. In case of a cancellation, the university is not responsible for any travel or other related expenses accrued by the program registrant.