



Operations Management Framework

An effective Operations Management Framework encompasses three core elements: Planning, Control, and Improvement.

Planning

- Define objectives based on Voice of the Customer
- Identify key measures and KPIs
- Map out processes using tools like SIPOC
- Estimate resource requirements

Control

- Manage operations via daily huddles and visual dashboards
- Drive rapid issue resolution through PDCA cycles
- Restore services quickly during incidents to minimize impact

Improvement

- Identify root causes of problems via analysis techniques
- Implement corrective actions to address systemic issues
- Continuously improve quality and speed in processes
- Use value stream mapping to find improvement opportunities

This framework creates a cycle of planning, controlling, and improving operations.

Key concepts include:

- Translating qualitative customer needs into quantitative metrics
- Visually managing operations via boards and digitized dashboards
- Embedding quality through statistical analysis and process reengineering
- Driving efficiency by reducing delays, defects, and non-value-add steps

Benefits include:

- Improved quality through reduced errors and variation
- Higher speed via increased process efficiency
- Enhanced customer satisfaction due to defect-free services
- Lower costs through increased productivity and waste reduction

The framework provides the blueprint for operational excellence. It enables fact-based decisions through rigorous analysis of objectives, metrics, and processes. This leads to robust operations that consistently meet customer needs.