

Professional GBS®

Operations Management



[Register](#)

How to Establish Reliable Operations Management Systems

If your GBS Operational Metrics are falling short of your client's expectations or your service quality is being debated by clients despite being green, this pillar will be of value.

Pillar Overview

- ▶ Share industry-leading approaches on: meaningful metrics, the importance of end-to-end process understanding, daily management practices, incident/problem management, and continuous improvement.
- ▶ Conduct an assessment of current operational practices vs. the best-in-class approaches.
- ▶ Develop an intervention plan to elevate a team's operational practices to world-class.



[Register](#)

Why It Matters

- ▶ High-quality operations are critical for customer satisfaction and GBS equity. This will set the right foundation and create trust for additional investment in new capabilities.
- ▶ Reliable operations minimize downtime, ensuring that services are accessible when needed. This reduces disruptions to business operations and prevents potential revenue losses due to downtime.
- ▶ Dependable operations help mitigate risks associated with service disruptions, data loss, or security breaches. By implementing robust systems and processes, businesses can better protect themselves from potential threats and vulnerabilities.
- ▶ By integrating Six Sigma and Lean methodologies into their operations, organizations can achieve significant improvements in efficiency, quality, customer satisfaction, and competitiveness.

Inixia's Approach

Inixia's approach to GBS' exponential value creation is the gold standard in the industry. Our founders were the first in the industry to extend GBS' mandate from process operations to business model innovation, and their model is now used worldwide.

DESIGN OF DELIVERABLES:

3 Workshops of 3 hours each:

WORKSHOP 1 – FRAMEWORK

In this session, participants will delve into an exploration of the foundational principles and best practices that underpin successful global business service operations. We will dissect various operational frameworks, drawing insights from proven approaches. Through interactive discussions and case studies, attendees will gain a comprehensive understanding of the key components essential for optimizing global business services. From process standardization to demonstrated methods for continuous improvement, this workshop will equip participants with the knowledge needed to establish a robust operational foundation.

WORKSHOP 2 – LANDSCAPE

The second session will be a deep dive into assessing the current state of participants' business service operations. Through a structured assessment process, we will benchmark their practices against industry standards and best-in-class benchmarks. Participants will engage in self-assessment exercises and facilitated discussions to identify areas of strength and opportunities for improvement. By the end of this workshop, attendees will have a clear understanding of where their operations stand relative to exceptional performers and will be primed to prioritize areas for intervention.



[Register](#)

Inixia's Approach

WORKSHOP 3 – EXECUTION

In the final session, participants will shift their focus towards action, exploring strategies and interventions aimed at elevating their operations to best-in-class status. Drawing upon insights gleaned from the previous workshops, attendees will collaboratively develop actionable improvement plans tailored to their specific organizational context. From process optimization initiatives to talent development strategies, this workshop will provide practical guidance on implementing interventions that drive sustainable operational excellence. By the conclusion of the session, participants will be empowered with a roadmap for transformation, poised to lead their organizations toward operational success in the global marketplace.

- ▶ Follow-up office hours and feedback sessions, max of 8 hours, provided in 1-hour sessions.
- ▶ Tools and templates are provided in written/designed form for customization and use.

Elapsed Duration

The duration of the engagement not to exceed a total of 3 months.

Cohort Design

The cohort could be focused on one service/business process area or be targeted at a center of expertise for Operations mastery enterprise wide. This would include relevant Service Managers, Process Owners, and key Business Stakeholders. The ideal cohort size would be 15-20 people. It is possible to have input providers come in for parts of the process to adequately represent their needs.

Scope

The focus of the adoption pillar for Operations Management are implementation of optimal methods for planning, control, and improvement. An end-to-end view of the business process is needed, and this is likely to cross organizational boundaries.



[Register](#)

Who Should Attend

- ▶ The intended attendees should include key players targeted at a specific business process area. This would include Service Managers, Subject Matter Experts, Business Process Owners, and Key Stakeholders.
- ▶ We recommend that this design work be done ideally at an end-to-end business process level and should be chartered appropriately so that workshop attendees are empowered to make decisions on behalf of their companies.
- ▶ This workshop requires that the GBS Leaders have previously gone through the Professional GBS module of Service and Operations Management.

The Inixia Team

The Leading Business Transformation program is **led by Global Industry Leaders, each with over 20 years of experience successfully developing, leading, and driving high-impact transformation projects in Fortune 20 companies.** These projects ranged from multi-million-dollar process transformations and innovations to billion-dollar global acquisitions and divestitures.



Filippo Passerini
Co-Founder and President



Tony Saldanha
Co-Founder and CEO

Pricing

The pricing per cohort is \$60,000

How to Enroll

To learn more about how Inixia can partner with you on building new business capabilities, email us at information@inixia.com

information@inixia.com

Contact Us

To learn more, contact us at

information@inixia.com



[Register](#)

Adoption Services

Inixia offers 7 customized trainings designed to help individuals, leaders, and organizations fully adopt the skillset, mindset, and toolset to transform their business process operations.

