

OPERATIONS & SUPPLY CHAIN | COURSE BROCHURE

Operations Strategy and Capacity Planning

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Operations strategy decides how an organisation will compete through cost, quality, speed, flexibility and service. This course covers operations strategy and long-term capacity planning: aligning operations with business strategy, capacity measurement and forecasting, make-or-buy, facility decisions, technology investment and operations performance objectives.

Capacity decisions lock in costs and capabilities for years. You will learn to make them strategically rather than reactively.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Strategy case studies, capacity modelling exercises, investment appraisal and group workshops.

Course objectives

By the end of this course, participants will be able to:
• Align operations strategy with business strategy
• Define operations performance objectives
• Measure and forecast capacity needs
• Evaluate make-or-buy and outsourcing
• Plan facility and technology investments
• Monitor operations strategy execution

Target audience

This course is suitable for:
• Operations directors and managers
• Plant and site managers
• Supply chain leaders
• Strategy professionals
• Engineering managers



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Target competencies

Participants will develop competencies in:

- Strategic alignment
- Capacity planning
- Investment evaluation
- Make-or-buy analysis
- Performance management

Course outline

Day 1: Operations Strategy

09:00–10:08	Role of operations in strategy
10:08–11:00	Performance objectives
11:00–11:30	**Coffee break**
11:30–11:45	Performance objectives (continued)
11:45–12:53	Trade-offs
12:53–14:00	Exercise

Day 2: Capacity Measurement

09:00–10:08	Design and effective capacity
10:08–11:00	Utilisation and efficiency
11:00–11:30	**Coffee break**
11:30–11:45	Utilisation and efficiency (continued)
11:45–12:53	Bottlenecks
12:53–14:00	Workshop

Day 3: Long-Term Capacity

09:00–10:08	Demand forecasting
10:08–11:00	Capacity strategies
11:00–11:30	**Coffee break**



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11:30–11:45	Capacity strategies (continued)
11:45–12:53	Timing
12:53–14:00	Exercise

Day 4: Make or Buy

09:00–10:08	Outsourcing decisions
10:08–11:00	Facilities and location
11:00–11:30	**Coffee break**
11:30–11:45	Facilities and location (continued)
11:45–12:53	Technology
12:53–14:00	Case study

Day 5: Execution

09:00–10:08	Roadmaps
10:08–11:00	Measures
11:00–11:30	**Coffee break**
11:30–11:45	Measures (continued)
11:45–12:53	Review
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,450.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Vienna Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,940.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Rome Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,450.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,890.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
London Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Rome Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,890.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**€2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Paris Confirmed dates	24 May 2027	28 May 2027	**€2,860.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Dubai Confirmed dates	7 Jun 2027	11 Jun 2027	**€3,150.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Amsterdam Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,540.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,890.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Istanbul Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
London Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Vienna Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,940.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Rome Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Dubai Confirmed dates	25 Oct 2027	29 Oct 2027	**€3,150.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,840.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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