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COURSE BROCHURE

Operating Model Design and Operations Dashboards Training Course

26 – 30 April 2027
Amsterdam

Operating Model Design and Operations Dashboards Training Course

Ref: 1045_39445 **Date:** 26 – 30 April 2027 **Location:** Amsterdam **Fees:** 6200 GBP

Operating Model Design and Operations Dashboards is a 1-week training course for operations managers, process owners and business unit leads in mid-size firms, who leave with an operating model blueprint linking capability maps, process owners, service levels and a monthly performance dashboard. Growing firms outgrow informal structures quickly, and unclear accountability shows up as missed handovers, slow decisions and reports nobody trusts. Jupiter Prime Training offers this course in operating model design and operations dashboards.

Why Operating Model Design and Operations Dashboards Matter Now

Mid-size firms face customers expecting faster service, owners asking whether growth is profitable, and digital tools producing more figures than leaders can read. A firm with a deliberate operating model knows who owns each end-to-end process, which capabilities it builds or buys, and how performance is reviewed monthly. A firm without one adds people and software yet still argues over handovers. Examples come from a logistics distributor and a healthcare services group. The course rests on the target operating model TOM, the Responsible, Accountable, Consulted, Informed RACI matrix, value stream mapping and the balanced use of leading and lagging indicators.

Who Gains Most from Operating Model Design and Operations Dashboards

- Leaders accountable for the end-to-end flow of orders, services or cases across several departments
- Owners of core processes who answer for cycle time and quality
- Heads of business units who must translate strategic targets into structure, roles and capacity
- Operations analysts who turn raw figures into indicators leaders act on
- Transformation and improvement leads who redesign how work moves after growth or new systems

A leadership group that sends its operations head, two or three process owners and its reporting analyst together gains most.

Operating Model Design and Operations Dashboards Capabilities

Participants move from how the firm runs today to a designed structure of capabilities, owners and measures.

- Design a current and target operating model — the executive team
- Assign process ownership with a RACI matrix — department heads
- Map value streams and locate the handovers that add delay and rework — process owners
- Specify service levels and operating targets — commercial and service leaders
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Build an operations dashboard balancing leading and lagging indicators — the monthly operations review
- Communicate operating model changes — staff and owners

Key Operating Model Design and Operations Dashboards Terms

- Target operating model TOM — the designed future state showing how capabilities, people, processes and suppliers combine to deliver strategy.
- Capability map — a structured view of what the firm must be able to do.
- Process owner — the single person accountable for the design, performance and improvement of an end-to-end process.
- RACI matrix — a grid showing who is Responsible, Accountable, Consulted and Informed.
- Leading indicator — a measure that moves before results do, such as backlog age.
- Lagging indicator — a measure of outcomes already achieved, such as on-time delivery.

Operating Model Design and Operations Dashboards Day by Day

Day 1: Operating Model Foundations and Forces

- Operating Model Canvas — Where Strategy Meets Daily Operations
- Growth Pressures in Mid-Size Firms — Why Informal Structures Break
- Capability Mapping — What the Firm Must Do Well
- Current-State Operating Model Diagnosis — Pain Points and Root Causes
- Stakeholder Expectations Map — Owners, Customers and Staff Priorities

Day 2: Designing the Target Operating Model

- Target Operating Model Design Principles — Choices That Guide Structure
- Organisation Structure Options — Functional, Process or Hybrid Layouts
- Sourcing Decisions — Build In-House, Share or Outsource
- Location and Footprint Choices — Centralise or Keep Work Local
- Gap Analysis Between Current and Target — Prioritising Design Changes

Day 3: Process Ownership and Value Streams

- Value Stream Mapping — Locating Delay, Rework and Handover Loss
- End-to-End Process Architecture — Levels From Value Chain to Task
- Process Owner Charter — Authority, Duties and Escalation Rights
- RACI Matrix Construction — Removing Overlaps and Ownership Gaps
- Service Level Setting — Cycle Time, Quality and Responsiveness Targets

Day 4: Building the Operations Dashboard

- Indicator Tree — Linking Strategic Goals to Operational Measures
- Leading and Lagging Indicator Balance — Acting Before Results Slip
- Indicator Definition Sheets — Formula, Source, Owner and Frequency
- Dashboard Layout and Visual Design — What Leaders Read First
- Monthly Operations Review Cadence — Agenda, Actions and Follow-Up

Day 5: Practising the Operating Model Blueprint

- Capability and Structure Case — Applying Target Design to a Firm
- Ownership Simulation — Testing the RACI Matrix on Real Handovers
- Dashboard Review Rehearsal — Running a Monthly Operations Meeting
- Transition Roadmap — Phasing Changes and Managing Staff Concerns
- Operating Model Blueprint — Assembling Design, Owners and Dashboard

Applying Operating Model Design and Operations Dashboards After the Course

- Map one core value stream and agree its process owner, charter and RACI matrix.
- Pilot a one-page dashboard of leading and lagging indicators at the next operations review.

Operating Model Design and Operations Dashboards Questions FAQ

What is operating model design and operations dashboards, and why does it matter now?

It is the practice of deciding how capabilities, owners and processes fit together and how leaders track their performance. It matters now because mid-size firms grow faster than their informal structures, and clear ownership with trusted indicators keeps service predictable.

Which roles gain most from operating model design and operations dashboards?

Operations managers, process owners and business unit leads gain most. Operations analysts and improvement leads also benefit, especially when several members of one leadership group attend together.

How does operating model design and operations dashboards differ from an office administration course?

It works at the level of firm structure and end-to-end performance rather than daily administrative routines. An office administration course covers records and paperwork; this subject covers capability choices, process ownership, service levels and steering indicators.

What do you bring back from operating model design and operations dashboards?

You bring back a structured blueprint for your own firm. It links a target operating model, named process owners with a RACI matrix, agreed service levels and a monthly dashboard of leading and lagging indicators.

Operating Model Design and Operations Dashboards: The Way Forward

The operating model blueprint first informs which end-to-end process gets a named owner and charter. Operations heads, process owners and reporting analysts use it to run each monthly operations review against agreed service levels. After its first quarter of use, leaders should revisit the balance of leading and lagging indicators.