

# The overall program consists of:

## **Online Session #1 – Vision of the Market**

- Module 1: The Nature of Disruption
- Module 2: Innovative Business Models
- Module 3: Redefining Your Value Propositions

## **Online Session #2 – Vision of the Customer**

- Module 4: Customer Centricity (True value of the customer; customer segmentation, economic and non-economic valuations of customers , customer impact on my operations)
- Module 5: Customer Dynamics
- Module 6: Creating Lasting Advantages

## **Online Session #3 – Vision of the Process**

- Module 7: Linking Operations to Strategy
- Module 8: Value Mapping
- Module 9 : Lean Management and Agile Operations