

Episode 1 Intro to Ops Leadership

Length of recording: 8 minutes

Transcription notes

Gautam: Gautam Basu

wo-	an unfinished word
(word)	an uncertain passage in speech or an unrecognised speaker
(-)	an unrecognisable word
(--)	unrecognisable words
[pause 10 s]	a pause in speech of at least 10 seconds
, . ? :	a grammatically correct punctuation mark or a pause in speech of less than 10 seconds

[Music]

Gautam:

The operations leadership podcast with Gautam Basu provides insights for today's business leaders on creating value through operations improvement, process excellence, digital innovation and organisational leadership.

Hello and welcome to the operations leadership podcast. I'm your host Gautam Basu, and this is our very first podcast. We're very excited to launch this series, and since this is the introductory episode, I wanted to give you listeners a bit of context about what this podcast series is all about.

If we look at today's operating conditions for businesses, one can argue that it's become more complex and volatile, and uncertain. So this means that the challenge and opportunities facing today's operational leaders, they stem from ever changing dynamics across multiple dimensions. These dimensions can be socioeconomic, geopolitical, legal, tax, labour, public health, and or technology. These factors, they have significant impacts on global operations and supply chains. And they also pose opportunities, and threats to industries and organisations around the world. In the past, operations leaders they were typically required to have a level of functional depth and breath, and usually they had a solid understanding of the functional dimensions of things like sourcing and procurement, production manufacturing, logistics, distribution, service operations as well as product and service lifecycle management processes. And this was essentially a prerequisite. However, the demands on today's operational leaders, they have expanded, and they've expanded far beyond optimising cost, service, quality and cash, and just making their operations run more efficiently. In fact, today's operational leaders. They should have a good level of strategic foresight. What does that mean?

This means that it requires these leaders to have a ability to look around into the corner to find out, what broad factors may be impacting their operating environments, so that they will be better prepared, for example for disruptions. They also need to have the ability to design and configure proportional footprints, which take into account dimensions of sustainability, and resilience, and also make value and risk to adjusted decisions under uncertainty in these dynamical operational environments.

Most importantly-, most importantly, as a leader, they need to encourage and implement change in their organisations, and create a culture of operational excellence, resilience, and one that accelerates rather than hinders innovation. And we know this is becoming increasingly necessary as the clock speed of innovation is accelerated. Advancements and adoption of digital technologies, such as AI-based operations analytics, cloud computing robotics process automation, 3D printing and IoT based systems. They're not only enabling operational performance improvements, but they're also fundamentally changing existing business models. This can be seen in the continued growth in electronic commerce or e-commerce and innovation in how last mile delivery to customers takes place. Today algorithm driven delivery models and analytics enable customers to get their products delivered faster, more flexible, and sometimes less expensively than in the past. And these options just will continue to proliferate in the future, especially with innovative delivery vehicles, that encompass robotics, or some foreign driverless functionality. And from an operational leadership perspective, this will require flexibility, adaptation and the development of new sets of capabilities, which bridge the physical, and the digital worlds. And this also includes recruiting, skilling, and perhaps reskilling, and retaining of human capital, who will be responsible for enabling a new level of operational effects. As leaders in the operations domains, they will also be required to design and implement systems, and processes within their organisations, which require management supervision, and some sort of monitoring mechanism to evaluate the effectiveness. Both management and supervision makes sense, when new processes are being produced, but they're also costly. Accordingly the challenge for operational leaders is too full. Number one: How do you evaluate accurately the effectiveness of a new process? And number two: How to make the essentials of an effective process part of the organisational's culture? The first challenge can be addressed with true experimental design. And the second challenge can be addressed by using well-known principles of leadership, and organisational cultural management. This podcast series will address many of these themes, and will aim to provide insights for creating value through operations improvement, process excellence, digital innovation, and organisational leaders. We will aim to bring you interviews with top leaders from both academia and industry. And hopefully some of these insights that can be gleaned from this series, you will be able to perhaps get some new ideas, and some fresh thoughts that may lead you to implement some of these into your own organisations. We're really excited to launch this and so happy to have you on board. And hope you enjoy. Thank you.

[Music]

Gautam:

That's it for this week's operation's leadership podcast. We hope you enjoyed it and until next time.