FOCAL POINT |

10

Concerns of the

Chief Operating Officer **COO**

+ helpful, proven **operational & organizational** support elements

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1 Quality Control

Maintaining high product & service quality standards is a top concern for COOs, since it directly impacts customer satisfaction, brand reputation, and long-term success.

Support Elements

- Dashboards & Ops Trends
- Continuous Improvement Teams
- Project Management Office
- Engineering Optimization
- Voice of the Customer Programs
- Lean Programs | Centerlining | UCL & LCL Parameters
- Customer & Supplier Surveys
- Company Reputation Analysis

2 Operational Efficiencies

COOs are responsible for optimizing operational processes and workflows to improve efficiency, reduce operating costs, and maximize productivity across all areas of the organization.

Support Elements

- Operational Playbooks
- Strategic Sourcing & Supply Chain Professionalization
- Dashboards & Trend Analysis
- Order-to-Delivery Process Improvements
- 6S | Visual Factory
- Digital Control Room
- Continuous Improvement Teams

3 Cost Management

Controlling operating costs and optimizing resource utilization are ongoing priorities for COOs, who must balance efficiency and safety with strategic investments to support revenue growth and innovation.

Support Elements

- Capacity Planning | S&OP
- Operational Levers Mapped to Financial Statements
- Strategic Sourcing and Supply Chain Network Optimization
- Data-Defined Cost Reduction
- Order-to-Cash Mapping
- "Should Cost" and "Make vs. Buy" Modeling

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4 Supply Chain

Managing the supply chain effectively is crucial for COOs, including ensuring timely delivery of raw materials, managing inventory levels, and mitigating risks associated with disruptions (such as natural disasters or geopolitical events).

Support Elements

- Risk Management Program
- Dashboards & Trend Analysis
- Strategic Sourcing and Supply Chain Professionalization
- Warehousing & Network Optimization
- Project Management Office
- Inventory Controls
- Digital Transformation

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5 Talent Development

COOs play a key role in talent development & management initiatives including recruiting, training, and retaining skilled employees, as well as fostering a healthy culture of continuous learning and skills development.

Support Elements

- Upskilling & Reskilling Programs
- Talent Management System
- Internal Benchmarking and Cultural Surveys
- Organizational Redesign
- Continuous Improvement Teams
- New Products & Services Thinktanks
- Digital Transformation

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6 Process Standardization

COOs are responsible for optimizing operational processes and workflows to improve efficiency, reduce costs, increase throughput, deliver on time for customers, and maximize productivity across all areas of the firm.

Support Elements

- Order-to-Delivery Improvements
- Dashboards & Trend Analysis
- Operational Playbooks
- Continuous Improvement Teams
- Project Management Office
- Engineering Optimization
- Voice of the Customer & Employee Programs
- Lean Programs

7 Tech Integration

COOs are heavily involved with leveraging technology to streamline operations, enhance decision-making processes, provide performance visibility, and drive innovation.

Support Elements

- Tech Stack Analysis & User Surveys
- Dashboards & Trend Analysis
- Contractor Management
- Continuous Improvement Teams
- Project Management Office
- Shared Services
- Dev and Engineering Optimization
- SDLC and Agile Management

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8 Risk Management

Identifying, assessing, and mitigating operational risks is a critical responsibility for COOs - including risks related to customer & employee safety, cybersecurity, regulatory compliance, supply chain disruptions, and market volatility.

Support Elements

- Operational & Organizational Risk Assessment
- Project Management Office
- Survey Program - Customer, Suppliers, and Employees
- Internal & External Benchmarking
- Data Analytics & Decision Science Team

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9 Regulatory Compliance

Ensuring compliance with industry regulations, government policies, and internal standards is essential for COOs in order to mitigate legal & reputational risks and maintain stakeholder trust.

Support Elements

- Operational & Organizational Risk Assessment
- Environmental, Social, and Governance (ESG) Team
- Continuous Improvement Teams
- Project Management Office
- Internal & External Benchmarking
- Data Analytics & Decision Science Team

10 Customer Satisfaction

COOs embrace the importance of delivering exceptional customer experiences to drive loyalty, retention, and revenue growth; so, they work to align operational activities with customer & employee needs and expectations.

Support Elements

- Customer & Supplier Surveys
- Order-to-Delivery Process Map
- Dashboards & Trend Analysis
- Customer Experience (CX) | Customer Journey Mapping | Voice of the Customer Programs
- Contractor Management
- Continuous Improvement Teams
- Accounts Receivable Trends