Operational Leadership Through Management Operating Systems

CPD-Accredited Training Course

Strong operations rely on clear structure, confident leadership, and a way of working that brings consistency to every shift.

This CPD-accredited course teaches you how to design and operate a Management Operating System (MOS), the framework used by high-performing organisations to plan, schedule, implement, and review work with discipline.

Across ten practical modules, you learn how rhythm, accountability, and measurement come together to create stable performance and a culture where teams take ownership. The course blends real examples, guided exercises, and tools you can apply straight away.

At a glance	
Format	Available virtually (book and pay online) or in-person (enquiry to book)
Duration	4 hour online course or 1 day on-site training
Includes	Participant workbooks, templates, and the full MOS One-Pager toolkit
Group size	Up to 12 participants
Certification	CPD-accredited certificate awarded on completion
Booking	Book online by visiting www.mappedoutsolutions.com

Who this course is for

- Operations Managers, Supervisors, and Team Leaders
- Production and Manufacturing Leads
- Continuous Improvement, PMO, and Transformation roles
- New or aspiring managers
- Anyone responsible for planning, delivery, and performance

What You'll Learn

- Learn how to design and operate a complete Management Operating System that brings structure and clarity.
- Understand how the five MOS pillars link together to create predictable, reliable operational performance.
- Build confidence leading structured meetings and reviews that keep teams aligned, accountable, and informed.
- Learn how to set expectations, define ownership, and strengthen accountability across roles and functions.
- Develop KPIs, dashboards, and performance tools that support real-time decisions and highlight risks early.
- Align daily planning and operational routines with longer-term organisational goals and performance priorities.
- Prepare and present your MOS One-Pager as a clear summary of roles, routines, and tools.

Course Modules

The course is built around ten practical modules that take you step by step through the complete Management Operating System. Each module focuses on a core part of operational control - from forecasting and planning to scheduling, execution, and review. Together, they give you the structure, tools, and confidence to lead with clarity and run a consistent, accountable way of working.

Module 1 – Introduction to the MOS

A clear foundation for structured operational leadership.

This module introduces the purpose and value of a Management Operating System. You'll learn how structure, rhythm, and clarity reduce firefighting, support accountability, and create predictable performance. We explore the five MOS pillars and how they work together to stabilise operations.

Module 2 – Forecast

Create a forward view that guides decisions.

Learn how to build an accurate forward view that shapes planning, resource allocation, and risk management. This module explains how forecasting provides clarity on workload, constraints, customer demand, and business expectations, giving teams the confidence to prepare and act proactively.

Module 3 – Plan

Turn forecasts into achievable, structured plans.

This module teaches you how to convert your forecast into a practical, realistic plan. You'll learn to identify dependencies, assess capacity, and sequence work effectively. Through real examples and tools, you build plans that link business goals to daily delivery.

Module 4 – Schedule

Sequence work to create predictable daily flow.

Learn how to translate plans into clear and disciplined schedules. This module shows you how to coordinate teams, set expectations, and prevent last-minute disruptions. You'll learn how meeting rhythms and structured routines create predictable flow across shifts and functions.

Module 5 – Implement

Lead disciplined execution and real-time control.

Focus on strong execution using Short-Interval Control, structured escalation, and visible field leadership. You'll learn techniques for monitoring progress in real time, closing performance gaps during the shift, and keeping teams aligned and accountable from start to finish.

Module 6 – Review

Use structured reviews to drive improvement.

This module shows how daily, weekly, and monthly reviews maintain momentum and reinforce accountability. You'll learn how to run effective reviews that close actions, surface risks early, and focus your team on the performance measures that matter most.

Module 7 – Roles, RACI & Accountability

Clarify ownership to strengthen accountability.

This module helps you design clear role definitions and remove confusion around decision-making. You'll use RACI charts, Individual Accountability Plans, and visible ownership frameworks to build clarity, speed up decisions, and strengthen the foundation of your MOS.

Module 8 – Meeting & Review Cycle

Build a meeting rhythm that drives results.

Learn how to design a full meeting cycle aligned with the MOS pillars. You'll set the right frequency, define inputs and outputs, and ensure every meeting has a clear purpose. This module strengthens decision-making, action tracking, and cross-team coordination.

Module 9 – Performance & Control Tools

Measure what matters to stabilise performance.

This module gives you practical tools for measuring and controlling performance. You'll learn how to design KPIs, build dashboards, structure escalation paths, and set documentation standards. Everything is focused on creating visibility and enabling confident, evidence-based decisions.

Module 10 – Compile the MOS

Bring all pillars together into a working system.

You bring every component of the MOS into a single, coherent framework. This module guides you through building your MOS One-Pager, aligning roles, KPIs, schedules, and routines, and ensuring the system works end-to-end. You'll leave ready to deploy it in your own workplace.

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What You'll Take Back to Work

- **A complete, working Management Operating System**
- **A full MOS One-Pager tailored through exercises and templates**
- **Operational rhythms and routines you can implement immediately**
- **A clear accountability structure using RACIs and ownership maps**
- **Practical meeting cycles that strengthen discipline and reduce firefighting**
- **Performance dashboards and KPI structures ready for rollout**
- **The confidence to lead with clarity, consistency, and purpose**

Book now

This course is fully CPD-accredited, giving you recognised professional development and a credential that demonstrates capability in operational leadership and Management Operating Systems.

By the end of the programme, you'll have a complete, working MOS built through practical exercises and real scenarios. You'll leave with the structure, tools, and confidence to lead with clarity, reduce firefighting, and run a more consistent, accountable way of working.

Virtual	Contact us	4 hours	*Live session covering MOS foundations and core principles.*
Online Only	Contact us	Self-paced	*Full digital modules, exercises, and templates via the MOS LMS.*
1-Day On-site	Contact us (1-12 people)	1 day	*Immersive onsite training for leadership and operational teams.*

mappedoutsolutions.com

Mapped Out Solutions (MOS) specialise in designing practical Management Operating Systems that strengthen leadership, improve stability, and support high-risk, high-demand environments.

Our work blends consultancy, training, and tools that make operational excellence achievable and repeatable.

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mapped out solutions

We will always have a plan.