

Lecture Number	Name	Link
1	OPS MANAGEMENT-Course Presentation + HQ Case Launch	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/2e35f986f82a1039b7fd005056822abc/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/2e35f986f82a1039b7fd005056822abc/playback</a>
2	OPS MANAGEMENT-Operations Strategy part1	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/c10a6fc4f90f1039bef400505682b8c5/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/c10a6fc4f90f1039bef400505682b8c5/playback</a>
3	OPS MANAGEMENT-Operations strategy finished	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/c8c4cad6f9bf1039baad005056826359/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/c8c4cad6f9bf1039baad005056826359/playback</a>
4	OPS MANAGEMENT-HQ CASE	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/494cdcc2fe921039b4710050568293fb/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/494cdcc2fe921039b4710050568293fb/playback</a>
5	OPS MANAGEMENT-Introduction to services	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/e59e2906ff3f1039b62c00505682a964/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/e59e2906ff3f1039b62c00505682a964/playback</a>
6	OPS MANAGEMENT-Shouldice Case	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/89e1a16d0327103abe3d0050568221e0/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/89e1a16d0327103abe3d0050568221e0/playback</a>
7	OPS MANAGEMENT- YIELD MANAGEMENT PART1	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/c8f466b70410103abeff00505682337e/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/c8f466b70410103abeff00505682337e/playback</a>
8	OPS MANAGEMENT-YIELD MANAGEMENT PART2	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/6490cdb704c0103ab5c3005056829580/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/6490cdb704c0103ab5c3005056829580/playback</a>
9	OPS MANAGEMENT-Shouldice & Services	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/a74f9d8408a6103a9ffe0050568281a6/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/a74f9d8408a6103a9ffe0050568281a6/playback</a>
10	OPS MANAGEMENT-YIELD MANAGEMENT EX1	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/d7f1e88e0a3f103abff7005056820670/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/d7f1e88e0a3f103abff7005056820670/playback</a>
11	OPS MANAGEMENT-ONTARIO PACKAGING	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/db4567970e25103abfff00505682b8c5/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/db4567970e25103abfff00505682b8c5/playback</a>
12	OPS MANAGEMENT-YIELD EX2	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/7837cae00f0f103abb77005056827143/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/7837cae00f0f103abb77005056827143/playback</a>
13	OPS MANAGEMENT-QUEUE THEORY PART 1	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/ec2e6ac40fc0103a9dcf005056822abc/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/ec2e6ac40fc0103a9dcf005056822abc/playback</a>
14	OPS MANAGEMENT-QUEUE THEORY PART 2	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/859c7a7813a5103abeff00505682dd73/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/859c7a7813a5103abeff00505682dd73/playback</a>
15	OPS MANAGEMENT- QUEUE THEORY PART 3	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/a0d76cf21490103a96ff0050568236d9/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/a0d76cf21490103a96ff0050568236d9/playback</a>
16	OPS MANAGEMENT-System Physics I part	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/091b4e641540103ab79d005056821190/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/091b4e641540103ab79d005056821190/playback</a>
17	OPS MANAGEMENT-VARIABILITY MANAGEMENT	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/2a009f091927103a9f7e005056828c5a/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/2a009f091927103a9f7e005056828c5a/playback</a>
18	OPS MANAGEMENT - System Physics part 2	<a href="https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/ba927f161f98103abcdb005056821190/playback">https://politecnicomilano.webex.com/recordingservice/sites/politecnicomilano/recording/ba927f161f98103abcdb005056821190/playback</a>