CONCEPT

Multi-Site Operations Management Training: Area Scorecards, Field Visits and Site Turnaround

30 May – 3 June 2027
Riyadh - KAFD district five-star



Multi-Site Operations Management Training: Area Scorecards, Field Visits and Site Turnaround

Ref: 986_22087 **Date:** 30 May – 3 June 2027 **Location:** Riyadh - KAFD district five-star **Fees:** 20000 SAR

Introduction:

Multi-Site Operations Management Training is a one-week course for managers running networks of branches, stores, clinics, service centres or plants, ending with an Area Performance Review and 90-Day Improvement Plan for a case network. Organisations that grow from a few sites to dozens see standards drift, head office instructions arrive diluted, staff and stock sit in the wrong places and weak sites stay weak. Nominees already supervise several site managers, and the course works through case studies built on scorecards, visit reports and site results. CoreConcept Training Center delivers this multi-site operations management course.

Course Objectives:

- Define the area manager mandate, decision rights and the split between network standards and local site discretion
- Build a site operating playbook and a balanced scorecard that compare sites of different size and maturity fairly
- Plan and conduct structured field visits and site audits that end in owned corrective actions
- Coach and develop site managers through one-to-one reviews, capability ratings and a remote leadership cadence
- Allocate area budgets, floating staff and stock between sites and sequence the rollout of network initiatives
- Diagnose an underperforming site and produce an Area Performance Review and 90-Day Improvement Plan for a case network

Target Audience:

- Managers accountable for the combined results of several branches, outlets or service points within one area
- Managers responsible for a district or region of clinics, service centres, depots or production plants
- Managers who supervise site managers at a distance and visit sites on a recurring cycle
- Operations managers at head office who set network standards and review site performance with field teams
- Experienced site managers preparing to take charge of a group of neighbouring sites

Course Outline:

Day 1: The Area Manager Role and Network Diagnosis

- Area Manager Role Charter Defining Decision Rights and Escalation
- Span of Control Analysis for Sites per Area Manager
- Standardisation Versus Local Autonomy Decision Grid by Activity
- Network Baseline Map of Site Size, Maturity and Results
- Head Office to Site Communication Cascade and Responsibility Matrix

Day 2: Operating Standards, Playbooks and Network Scorecards

- Site Operating Playbook Covering Routines, Checklists and Escalations
- Non-Negotiable Standards Versus Locally Adaptable Practices Register
- Balanced Site Scorecard Linking Service, People, Cost and Compliance
- Like-for-Like Benchmarking and Peer Grouping of Network Sites
- Quartile Ranking and Exception Reports for Monthly Area Reviews

Day 3: Field Visits, Site Audits and Leading Site Managers

- Structured Field Visit Cycle with Pre-Visit Data Review
- Site Audit Checklist Design, Scoring Rules and Auditor Calibration
- Structured Coaching Conversations for Site Manager One-to-One Reviews
- Remote Leadership Cadence Using Daily Huddles and Weekly Calls
- Site Manager Capability Matrix and Succession Bench Planning

Day 4: Cross-Site Resources, Rollouts and Underperforming Sites

- Area Budget Allocation Using Site Potential and Gap Analysis
- Cross-Site Staff Pooling and Floating Team Deployment Rules
- Stock Balancing and Inter-Site Transfer Decision Criteria
- Pilot, Wave and Big-Bang Rollout Plans for Network Initiatives
- Underperforming Site Diagnosis, Recovery Plans and Exit Triggers

Day 5: Case Study Practice and the 90-Day Area Improvement Plan

- Case Network Brief of Twelve Sites with Scorecard Data
- Scorecard Benchmarking of Case Sites and Priority Gap Selection
- Field Visit Findings Review and Site Manager Coaching Plan
- Resource Reallocation and Rollout Sequence for the Case Area
- Area Performance Review and 90-Day Improvement Plan Completion

Skills You Will Gain:

- Network Standards Governance
- Site Scorecard Design
- Multi-Site Benchmarking
- Field Visit Planning
- Site Manager Development
- Cross-Site Resource Allocation
- Initiative Rollout Sequencing
- Site Turnaround Diagnosis

Why Attend This Course:

- Present an Area Performance Review and 90-Day Improvement Plan to the regional or operations director as the basis for the next quarter's priorities.
- Decide which practices every site must follow and where site managers may adapt routines to local demand.
- Avoid months of drift at weak sites by spotting declining scorecard trends early and triggering a recovery plan.
- Share the playbook, audit checklist and visit routine with fellow area managers so the whole network reviews sites the same way.

Conclusion:

Once back at work, the participant gives the regional or operations director an Area Performance Review and 90-Day Improvement Plan that ranks sites on one scorecard, names the gaps to close and assigns owners for each action. The director can use it to approve budget and staff moves between sites, confirm which initiatives roll out first and agree recovery terms for weak sites. After the first ninety days, the area should review whether scorecard gaps narrowed, whether visit actions were closed and whether the standards register needs revision.

Frequently Asked Questions FAQ:

What should participants prepare before multi-site operations management training?

Participants benefit from bringing recent results for the sites they oversee, such as a monthly scorecard, a visit report and an audit summary. Names and figures can be anonymised. The material is used to test playbooks, benchmarking and visit routines against a real network during the course.

How does multi-site operations management differ from single-site or senior operations strategy courses?

Multi-site operations management concentrates on running many sites to one standard: scorecards, field visits, coaching site managers, moving resources and turning round weak sites. Single-site courses focus on daily routines inside one location, while senior strategy courses address capacity, process design and network footprint decisions.

How many sites can one area manager in multi-site operations management oversee effectively?

The workable number depends on site complexity, travel distance, site manager maturity and how much data arrives remotely. The course uses a span of control analysis to set a visit frequency per site and to show when an area should be split or supported by a deputy.

What do participants take back from multi-site operations management training?

Participants return with an Area Performance Review and 90-Day Improvement Plan built on a case network, together with a site scorecard template, a field visit and audit checklist, a site manager coaching plan and a rollout sequence that can be adapted to their own area.