

The COO Agenda

19/02/2025 Mastering future operations from top floor to shopfloor.

In times of relentless change and heightened competition, industrial resilience and competitiveness depend on visionary operational leadership. The role of the Chief Operating Officer (COO) is evolving into a critical driver of business success, demanding an integrated, cross-functional strategy that unites operations at every level.

This strategy paper introduces the cross-industry COO Agenda—developed through expert networks, project experience, and in-depth interviews—to address the pressing challenges faced by today's operations leaders. It highlights ten essential agenda topics and outlines key success factors that empower high-impact COOs to deliver transformative results.

From enhancing profitability and resilience to fostering customer centricity and embracing circularity, this paper provides actionable insights for senior executives. It equips leaders with the tools to align operations with corporate goals, creating a seamless bridge from top-floor strategy to shop-floor execution.

Read the strategy paper in full length: The COO Agenda

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