Implementing Good Management Practices in Your Accounts Receivable Unit

Effectiveness and Consistency in Providing the Accounts Receivable Services

Creating Perception of an Efficient Service Provider

4 Week Training Workshop

- ✓ **Recommended Processes**
- ✓ **Communicating to Customers & Employees**

- ✓ **Documenting the Process Knowledge**
- ✓ **The Key Performance Indicators that Work**

4 Week Training Workshop

Program Overview

This program provides a step-by-step understanding of what a Good Management System is for your Accounts Receivable Unit. What is the approach to follow? What are the Processes to Implement? How to document the process knowledge? How to ensure there is adequate communication and understanding in your Customers and Employees? How to motivate the Accounts Receivable Staff? Developing and Implementing Meaningful KPIs and other Measures for Monitoring your Unit.

Accounts Receivable Domain Knowledge is by itself not enough to setup, manage and improve your Accounts Receivable Section. Participant will gain practical multi-discipline applyable understanding of how to implement a Good Management System in his Accounts Receivable Unit.

Program Content

1. How Accounts Receivable Unit Management is Different?

2. How to show Management Commitment through Clarifying Strategic Policy, Objectives and KPI's in Accounts Receivable Unit(Key Performance Indicators) or SLA's (Service Level Agreements)?

3. How to ensure Competency Confirmation before Assigning Independent Responsibility to Accounts Receivable Employees?

4. How to Align Accounts Receivable Employee Evaluation System to Job Description and Targets?

5. How to Analyze and Provide Accounts Receivable Employees Required Resources for Performing Work?

6. How to Followup on Accounts Receivable Employee Work Assignments? (Including using IT Tools)

7. How to Perform a Periodic Accounts Receivable Management Performance Review and Problems Review?

8. How to Check Do-ability before making a Commitment?

9. How to Verifying Inputs and Data Sources before Using them?

10. How to take care of Customer Property, Documents and Data while with you?

11. How to Design Accounts Receivable Services taking Customer Needs & Expectations Inputs?

12. How to Perform Accounts Receivable Service Design Reviews, Verifications and Validations as Necessary?

13. How to Check Services, Materials and Data on Receipt?

14. How to Check Accounts Receivable Service Output at designed stages of work performance?

15. How to Check Accounts Receivable Service and Product Outputs before Delivery to Customer?

16. How to Clearly Identify and document any defective Accounts Receivable service, materials, data or output?

17. How to take Corrective Action to remedy any detected defective Accounts Receivable Service, materials, data or output?

18. How to Perform Preventive Action Analysis and Actions when any detected defective Accounts Receivable service, materials, data or output is identified?

19. How to Ensure Tools, Software, Templates used by Accounts Receivable unit are Kept Calibrated or Not-tampered?

20. How to Ensure all Outputs are delivered to Accounts Receivable Customer in same planned and performed condition? (no degradation during service)

21. How to Ensuring Outdated work related documents are removed from Circulation and not used by mistake?

22. How to Ensure Accounts Receivable Customer Interfaces and Interactions

are understood, planned and handled in a manner that does not cause dissatisfaction?

23. How to Ensure Accounts Receivable Unit Employees are provided required training and have the competency to do their work properly?

24. How to Ensure Accounts Receivable Unit employees are provided required training and new skills to be knowledgeable enough to support innovation and improvements?

25. How to Identify and Use statistical techniques where 100% checking is not done or not feasible?

26. How to Ensure all Laws, Regulations and Policies Applicable to Accounts Receivable Unit are identified, monitored and being followed?

27. How to Ensure Intellectual Property and other Copyright Laws and Contractual Committments are being followed in your Accounts Receivable unit?

28. How to Identify and Implement Meaningful KPIs for Monitoring your Accounts Receivable Unit's Performance? (Including Real-Time Monitoring)

29. Workshop 1: Identifying the Key Service and Product Features to Include in your Business Development Unit's Work.

30. Workshop 2: Preparing a Step by Step Implementation Plan for Good Management System in your Business Development Unit as Above. (Action Plan)

31. Setting up Early warning system to Provide Decision Support Data

32. Workshop 3: Preparing a Step by Step Implementation Plan for Monitoring and Reporting your Business Development Unit's Performance. (Action Plan)

33. Building Business Units Policies, KPIs, Procedures, Forms, Checklists,

Step-by-Step Instructions, Control Systems, Feedback Systems

34. Workshop 4: Building Your Business Units Knowledge System
35. Program Recommendations for the Participant
36. Participant's Individual Action Plan

Who Should Attend?

All New and Existing Accounts Receivable Professionals & Managers.

Particularly those who have or will soon have responsibility to Lead Accounts Receivable Unit, Section or Department.

Implementation Teams: This program can be used to train implementation teams… when a new project or initiative is being started in your organization; when a new strategic focus is being initiated; just prior to a consultant being hired to advise the organization

Program Outcomes and Take-Away/s

Euro Training is in the business of providing practical useful training programs. Programs that

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ customers in his improvement proposals and actions.
3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience.

Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways

1. Quickly makes the participants competent, effective and productive on his job. Useful especially for
   1. Training New employees

2. Competency Building in Existing Employees Transferred to a New Assignment
3. Training Prior to a New Project or Initiative Planned in the Organization

2. Create Competency in the employee to perform his job well. including in relation to
   1. Relevant Technical Knowledge, Skills and Competencies
   2. Organizations' Strategic Objectives
   3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
   4. Good Management Practices
   5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations

3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.

4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

Participant Individual Career Benefits

1. You gain a multi-discipline understanding of the issues. Meaning when you make proposals and decisions on your related job you will

Euro Training Limited, 3422 Old Capitol Trail #1116, Wilmington, DE 19808, USA
WhatsApp 14154305181 Tel: 415 251 1367 Fax/VoiceMail: US +1 650 6492689 www.EuroTraining.com
Worldwide Training Since 1983   HMiller@EuroTraining.com EuroTraining@gmail.com EuroPrograms@Yahoo.com

keep in mind the needs and expectations of ALL the stakeholders/customers (internal & external)

2. Understanding and acting with understanding of the Needs and Expectations of your stakeholders/customers is known to enhance Job Satisfaction and reduce Monday Morning Blues.

3. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

This Program is Intended for…

Those new to the field take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

More experienced participants take away an individualized action plan as mentioned in the previous sections.

Implementation Teams: This program can be used to train implementation teams…

1. when a new project or initiative is being started in your organization

2. when a new strategic focus is being initiated

3. just prior to a consultant being hired to advise the organization

Each participant will take away a memorable and potentially life changing experience from the program.

No limitations are being placed on who can attend. If you are interested in the program outcomes and takeaways, or feel you can benefit from the organizational and personal benefits mentioned above, you are welcome to register for this program. Program instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group

Registration Recommendations

Team Nominations: This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

Single nominations will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.

2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

For Latest Program Schedule Email:

bfr701-4@EuroTraining.com

www.eurotraining.com/bro/bfr701-4.php

REGISTRATION FORM

Program:	**Implementing Good Management Practices in Your Accounts Receivable Unit Training Program (BFR701-4)**
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

REGISTRATION INFORMATION

1. <u>To register</u>: Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
   - USD $17,800 per participant
   and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kula Lumpur is $19,580 per participant)
3. Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
4. Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
5. Refund will not be considered where the participants cancel his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
6. All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
7. It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
8. <u>Provisional Registration</u>: You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
9. Please note: No Live Voice Requests for Registration or Provisional Registrations.

Euro Training Limited, 3422 Old Capitol Trail #1116, Wilmington, DE 19808, USA
WhatsApp 14154305181 Tel: 415 251 1367 Fax/VoiceMail: US +1 650 6492689 www.EuroTraining.com
Worldwide Training Since 1983 HMiller@EuroTraining.com EuroTraining@gmail.com EuroPrograms@Yahoo.com