

Helping You Exceeding Expectations of your Internal & External Customers

Service Management Skills

2 Week Training Program

- ✓ Analysis, Operational Audit, Improvement Planning & Management
- ✓ Helping Implement Meeting & Exceeding Customer Satisfaction

A 2 week Training Program

What is Covered in this Workshop?

This program recognizes that service is becoming a more important aspect of satisfying customers (internal and external), managers should be looking at ways of maximizing the effectiveness of service management.

This Program provides the required skills and tools for

- (1) Recognizing importance of satisfying internal and external customers
- (2) Improving effectiveness of service departments
- (3) Effective use of service resources
- (4) Measuring quality of service
- (5) Risk assessment of service functions.
- (6) Implementing Customer Satisfaction Processes in your Organization or Department

Program Content

In this program you will learn about the Service Management...

1. Practical Issues & Overview
2. Industry Standard Definitions & Terminology
3. Service Industry Standard Good Practices & Methodologies
4. Some Best Practices for Service Organizations & Departments
5. Some Quality Analysis & Management Tools
6. Business Mapping of Operations

7. Flow Charting & 4M+C Analysis
8. Setting Service Quality Targets
9. Essential Processes to Deliver Good Service Quality: Meeting Customer Expectation Processes
10. Implementing the Required Processes
11. Some Processes for Exceeding Customer Expectations
12. Implementing Continuous Improvement
13. Implementing System for Creating Customer Delight
14. Program Recommendations
15. Your Individualized Action Plan for Service Implementation

Workshop 1

Outline Action Plan to Implement Program Communicated Good and Best Practices

Workshop 2

Advanced Topics? More Details on Some Above Issues Important for Participants (Customized for each Participant Group)

Increasing Productivity through Using Standard Forms, Templates, Checklists to Perform the IP Processes

Performance Management System to Measure Level of Performance in the Above Processes? we will develop the KPIs for the Above Processes

Planning & Implementing a Departmental/Functional Knowledge Base? For IP Rights and Methods? Key to Achieving Quality Service Performance/Repeatability and Superior Performance in Our Organization

Service Management Skills Training (MAA402)

Your Individualized Action Plan for
Implementing Good Practices and Best
Practices Discussed throughout the Program
Enhanced Program Recommendations

Questions Answered During Program

This Program will also help you Answer the following questions and implement the required Management Systems to implement them...

1. Do you get the best from your service units?
2. How to meet cost targets and give consistently good service?
3. How to develop a "service task" - a service vision and a structure to deliver it?
4. How to check how you match up to World Class and competitor service standards?
5. How to spot ways to differentiate your service delivery?
6. How to create a framework for plotting customer demand dimensions?
7. How to measure the cost and effectiveness of service delivery?
8. How to see if systems and business processes match your service task?
9. How to map the resources used at each stage of service delivery?
10. How to check how well you manage resources, service quality and service recovery?
11. How to reduce waste and increase productivity?
12. Planning Issues for Service Quality Management?
13. Technology Tools for Service Quality Management?
14. What are the Issues of Management concern?
15. How are Improvements Implemented?

Program Outcomes and Takeaways

Euro Training is in the business of providing practically useful training programs.

Programs that -

1. Help the participant implement systems in his organization
2. Help the participant gain *multi-discipline* understanding of the issues related to Service Management Skills so that he can incorporate the needs and expectations of all stakeholders and all his 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

A typical participant will take away a personalized action plan for himself, his business unit or his organization on how to apply the program contents to improve performance. The action plan may have two components:

1. A personal action plan
2. A business unit/organizational action plan

Benefits to Organization

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

1. Quickly make the participants competent, effective and productive on their 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. Help the employee do his job well by developing competencies related to-
 1. Relevant technical knowledge and skills

Service Management Skills Training (MAA402)

2. Organizations' strategic objectives
 3. Needs and expectations of the stakeholders/customers (internal and 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.

Individual Career Benefits for Participants

1. You gain a multi-discipline understanding of the issues. That means, when you make proposals or decisions on your job, you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal and external).
2. The action plan you take away will help you make a difference in your business unit or organization! When you talk about this difference you have made to your organization in your resume, you will be a prime candidate for career advancement in your own organization or in your next job(s).
3. 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.
4. 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.

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.

For Latest Program Schedule Email

maa402@EuroTraining.com

www.eurotraining.com/bro/maa402.php

REGISTRATION FORM	
Program:	Service Management Skills Training (MAA402)
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

- To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
- Program Fee is
 - USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$9,790 per participant)
- Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
- Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
- Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
- 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.
- 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.
- Provisional Registration:** 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.
- Please note: No Live Voice Requests for Registration or Provisional Registrations.