

Improving Service Performance

# Benchmarking and Improving Your Business Processes

## Practical Consultant Level Skills Certification

2 Week Training Program

✓ Identifying & Documenting

✓ Performance Measurement

✓ Modelling & Analyzing

✓ Improvement

### A 2 Week Training Program

#### What is Covered in this Program?

This a practical application oriented Training Program the objective is to develop in the participant the ability to Study, Understand, Model, Analyze, Evaluate Performance and Implement Business Process Improvement Opportunities as Projects and Initiatives.

The participants will be encouraged to apply the above skills to the processes existing in his Section, Department or Organization during the Program Exercises and Workshops.

#### Program Content

1. Identifying your Business Processes
2. Understanding Documenting the Business Processes
3. Understanding the Key Success factors in Your Processes
4. Understanding Modeling your Processes
5. Understanding Analyzing your Processes with respect to International Good and Best Practices
6. Understanding how to Develop KPIs for your Processes

7. Understanding How to Evaluate Performance of Your Processes

8. Implementing IT Assisted Process Monitoring and Control

9. Implementing Your Business Process Improvement Opportunities

10. Evaluating Process Improvement Projects

11. Program Recommendations

#### 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

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Performance/Repeatability and Superior  
Performance in Our Organization  
Your Individualized Action Plan for  
Implementing Good Practices and Best  
Practices Discussed throughout the Program  
Enhanced Program Recommendations

#### Who Should Attend?

All Supervisory and Management Staff,  
Business Analysts and Consultants, Team  
Leaders and Project Managers, and any other  
professionals interested in Improving or  
Performance Evaluation of Work and Service  
Processes.

All participants take away a good multi-  
discipline understanding of the issues  
involved in their work. Program will help  
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.

**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 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:**

**[mbp900@Eurotraining.com](mailto:mbp900@Eurotraining.com)**  
**[www.eurotraining.com/bro/mbp900.php](http://www.eurotraining.com/bro/mbp900.php)**

## REGISTRATION INFORMATION

1. To register: Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
  - o USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kula Lumpur is \$9,790 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. 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.
9. Please note: No Telephone Requests for Registration or Provisional Registrations can be accepted – Email, Fax or Mail your Registration.

## REGISTRATION FORM

Program:	Benchmarking & Improving Your Business Processes - Practical Consultant Level Skills & Certification (MBP900)
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:	

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