

Management Development, Quality, Leadership, Innovation TQM, Customer Satisfaction, Exceeding Expectations

5 DAY TRAINING PROGRAMS

Euro Training Ltd 2015 Program Schedule

1400 Pine St., POB 640775, San Francisco, CA 94164, USA Tel: 415 4305181, 415 2511359, 213 5997573 Fax: US +1 650 6492689

Click on Program Title to See Brochure	Program Summary
<p>ACT3535 (pdf) Cost Accounting Techniques & Skills For Businesses & Industries Training Program Including:</p> <ul style="list-style-type: none"> Investigating & Implementing Improvements Planning the Building of a Cost Knowledgebase 	<p>This program provides the participant the range of skills to analyze and understand organizational Cost Accounting needs and devise strategies for fulfillment the requirements.</p> <p>This Program is Intended for Three general category of Organizational Staff: Cost Professionals, Engineers, Middle Managers & Coordinators. This Program follows the Process, Procedures and Checklists approach.</p> <p>Program Content includes: Understanding Cost Accounting Objectives of the Organization, Understanding Cost Accounting Data Needs for Decision Making, Understanding Cost Accounting Methods, Understanding Existing Cost Systems in Organization, Developing the Cost Knowledge Base, Improvement and Change Planning in Cost Accounting, Planning & Implementing a Project to Building Cost Knowledge Base.</p>
<p>BEN4405 (pdf) Benchmarking Workshop Practical Implementation To Gain Performance Excellence Training Program</p>	<p>Benchmarking is the tool you use to identify proven opportunities for improvement in your department and organization. It is used to systematically promote innovation and excellence in any of your business processes. It provides you an understanding of the gap between your existing performance and your strategic goal to become a world class organization. It can also be used to create innovative products and services that provide leadership recognition to you, your department or your organization.</p> <p>This program shows you how you can practically implement Benchmarking in your organization, department or section. Though the concept of benchmarking is simple enough – the problem comes in its proper implementation, This program covers methodologies for Internal Benchmarking, Industry Benchmarking and Cross-Industry Benchmarking.</p> <p>This program provides you the step-by-step methodology that you can use to use to take full advantage of benchmarking for the achievement of your strategic objectives.</p>
<p>BPO8195 (pdf) Business Process Outsourcing - Management Skills Training Program</p>	<p>Skills for Managers Contemplating Outsourcing to Improving Customer Services, Increasing Organizational Competitiveness, Reducing Costs and Outsourcing.</p> <p>Program Covers: Outsourcing Good Practices and Best Practices. Understanding Outsourcing Business Environment: Regulatory, Commercial & Logistics; Outsourcing Opportunities: How others are benefiting? How the ground-rules are changing?; Understanding Outsourcing Business Processes (Flow Chart Approach); Analyzing Your Organizational Needs: Products, Services, Speeding up of Deployment; Redefining Work for Outsourcing; Finding the Outsourcing Partner; Outsourcing Contract Conditions to Protect your Organization; Controlling the Transition Processes; Effective Outsourcing Monitoring & Management; Maintenance of Outsourcing Relationship; Outsourcing Pitfalls; Outsourcing Good & Best Practices; Outsourcing Action Plan for your Organization (Your Leadership Plan).</p>

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<p>BPR6505 (pdf) Dramatic Improvement In Profitability Productivity through Business Process Reengineering (BPR)</p>	<p>A Step-By-Step Approach for BPR Implementation in your Department or Organization. This is a unique program providing very useful analysis and improvement skills for your Organization/ Department possible re-organization. The program covers three distinctly different management approaches to change. These are: Process Improvement, Process Redesign and Process Re-engineering. Need for this program arises from the growing need to meet customer expectations better than our competitors. The steady improvement of products and services - though an important methodology - may no longer be sufficient for you to survive in the global market-place. The need may be for a radical change in the way we work and Business Process Re-engineering (BPR) methodology can help you decide if such a approach is necessary and how to make that change.</p>
<p>BSC3325 (pdf) Developing Balanced Scorecards and KPIs from Organizational Strategy</p>	<p>The Truly Strategic Way to measure performance of Employees, Departments and Business Units is by measuring their contribution to Organizational Strategic Objectives. This program shows you how to practically understand this technique and gain a multi-discipline understanding of the issues involved. The program is intended for personnel involved in developing, implementing and communicating Balanced Scorecards and relevant KPIs in their Departments and Organizations.</p>
<p>BUD8995 (pdf) How to Reduce Costs Operational Budgets by 20%+ Without Disrupting Work? Training Program</p>	<p>This program draws on the experience of countless companies to present a simple and straightforward approach to reducing costs. No particular previous experience or training is required for this program - except for a basic understanding of your business processes. It sets out a clear, step-by-step approach, with detailed examples and practical suggestions at every stage. It also provides all the “ammunition” necessary to convince Management or the Chief Executive of the need to conduct a Cost Reduction Analysis (waste reduction) and Value Analysis & Engineering, as well as the tools to act on the analysis results. Experience is drawn from different business sectors - this has been done to remind you that the tools and techniques of a Cost Reduction and Value Increase Analysis apply to every type of organization. This program should also help you tailor the analysis to the exact situation and circumstances of your company.</p>
<p>CIM442 5 (pdf) Implementing Business Process Improvement and Understanding Essential Quality Tools Training Program</p>	<p>For Implementation of Improvements In Your Section, Department or Organization!! This program explains in a step-by-step manner how to set-up a system for continuous improvement of your organization/department business processes. This system is made up of policies, procedures, methods, checks, feedback and improvement components. Some topics covered include: Motivation, Setting-up Teams, Identifying Improvement Opportunities, Measuring Current State of Performance, Data Collection, Problem Analysis, Implementation Planning, Evaluating Success, Institutionalizing the Improvement and Celebrating Success. This program empowers you to set up a Management Sub-System that enables motivating employees and makes them want to participate in improving departmental and organizational performance improvement!!</p>

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<p>COM8765 (pdf) Computer Application Skills for Engineers and Managers Training Program</p>	<p>This program will provide you exposure and understanding of relevant Computer technologies, applications and methodologies that help you improve: your productivity, the productivity of your sections or departments. It will empower you to effectively manage your computer staff. It provides you an understanding of what you need to do to maximize the advantages from the latest computer tools.</p>
<p>CRC3925 (pdf) Cost Reduction Through Contingency Planning</p>	<p>Understand Planning Processes and Methodologies particularly with Reference to Costs. Understand Contingency Planning. How to Practically Implement Contingency Planning. How to Build Contingency Planning Capacity in your Staff. How to Set-up an Early Warning System of Problems with Your Plans.</p>
<p>DDS3315 (pdf) Developing Departmental 5 Year Strategic Plans from Organizational Strategy</p> <ul style="list-style-type: none"> • Alignment to Organization's Strategic Objectives • Internal & External Customer Satisfaction 	<p>Long Term Planning is essential to become world-class organizations. This program show you in a Step-by-Step Manner how you can prepare a 5 year Strategic for your Department using any available Organizational Strategic Plan, Mission, Vision Statements and Executive Interviews (including questions to ask).</p> <p>You will get a multi-discipline understanding of your organizations business strategy: Business Environment, Economic Factors, Technology, Regulatory, Social, Globalization and Manpower.</p> <p>You will also learn: Business Strategy Analysis, Keeping Informed of New Emerging Opportunities, SWOT Analysis, Identifying Relevant Good and Best Practices, Creativity Analysis and Managing Knowledge.</p>
<p>ETE4435 (pdf) E-Technologies for Middle and Top Managers Training Program</p>	<p>This program provides the participant a Managerial level understanding of the New Information Technology Business Models, Tools and Methods Available today. It also looks at the future trends in organization adoption of such advanced technologies.</p> <p>This program is intended for participants with responsibility for preparing strategic plans for their departments and organization. It is also recommended for Managerial Staff overseeing the working of their IT Departments.</p>
<p>HPM5545 (pdf) Leadership Skills for High Performing Managers Training Program</p>	<p>This program provides the essential skills required by managers to be recognized as high performers in their organizations.</p> <p>Most managers are evaluated as average by their peers and superiors even though they posses good job specific skills and perform their job adequately. High performing managers are those who stand out because of the legacy they establish in their organizations. In this program we will understand these processes, develop methodology for choosing legacy options and understand the process of implementation of these choices. A unique program empowering you to play a leadership role in your organization, your department or your section - to the benefit of your organization and your own career advancement.</p>
<p>HPM5555 (pdf) Leadership Skills for Top Management and Executive Hopefuls Training Program</p>	<p>This program provides the essential skills required by Top Management to be recognized as high performers in their organizations.</p> <p>Most top managers are evaluated as average by their peers and superiors even though they posses good job specific skills and perform their job adequately. High performing managers are those who stand out because of the legacy they establish in their organizations. In this program we will understand these processes, develop methodology for choosing legacy options and understand the process of implementation of these choices. A unique program empowering you to play a</p>

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	leadership role in your organization, your department or your section - to the benefit of your organization and your own career advancement.
<p>HPM5565 (pdf)</p> <p>Essential IT & Knowledge Management Skills for High Performing Managers</p> <p>Training Program</p>	<p>In a globalize knowledge economy huge opportunities have arisen to increase productivity, improve performance, reduce costs and empower the work force. To be a high performing manager you simply have to understand and appreciate the impact of these technologies and methodologies. IT and these opportunities are tied very closely. This program is designed to fill this skills gap which is commonly found in Managers.</p>
<p>IBA8715 (pdf)</p> <p>Internet Business Applications for Managers</p> <p>Training Workshop</p>	<p>Using The Internet To Improve Your Organization-wide Service Quality, Reach, Reduce Costs and Increase Profits</p> <p>The biggest on-going business revolution is on - It is time we all sit up and see how the Internet will impact our own business. We read and hear a lot about the revolution being brought by the Internet - But How to prepare an internet strategy for your organization? This is what the program is all about.</p>
<p>ISO90015 (pdf)</p> <p>Implementing Latest Version of ISO9001</p>	<p>Under Revision</p>
<p>LSS4995 (pdf)</p> <p>Essential Leadership Skills for Supervisors & Managers</p> <p>Training Program</p>	<p>Providing you the Essential Basic Skills that will help you create a work culture that will bring productivity, job satisfaction and innovation to your department.</p> <p>This program will cover awareness, skills and coaching for: Systematic Organizing of Work, Effective Communications of Assignments & Objectives, Competency based Delegating of Work, Resource Planning & Management, Individual Needs based Motivating, Problem Solving and Team-working.</p> <p>This program is a basic leadership program typically useful for professionals before they are asked to assume supervisory or management responsibilities. It meets the ISO9001 requirements for Basic Proven Capabilities of Supervisors and Managers before independent supervisory work assignment.</p>
<p>MAA2895 (pdf)</p> <p>Engineering for Non-Technical Managers & Supervisors</p> <p>Training Program</p>	<p>This program provides the Non-technical Manager or Supervisor the Practical Engineering Understanding of the Most Common Engineering Principles that Move Industry and Business. You will understand important aspects of Civil, Mechanical, Electrical, Electronic and Computer Engineering. You will gain a better understanding of the Technical Business Processes you Manage. An essential program for non-technical managers.</p>
<p>MAA4005 (pdf)</p> <p>Leadership Skills Development Program</p> <p>Shows you how to Evaluate and Develop Leadership Skills</p> <p>Training Program</p>	<p>What makes a leader? What competencies are required from Leaders? How you can become a leader? How we can judge the effectiveness of an individual's Leadership Qualities? How to setup plans for developing leaders in our organization? These are the questions answered by this program. This program follows a Step-by-Step approach and provides checklists so it is easy to apply what you learn here.</p> <p>A must for all those hard working and domain experts who aspire for Management and Leadership Roles in their organizations. Wonder why your Knowledge and Hard-work is still not getting you the recognition as a leader - this is the program for you.</p>

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<p>MAA4015 (pdf)</p> <p>Service Management Skills Analysis, Operational Audit, Improvement Planning & Management</p> <p>Training Program</p>	<p>Participants will include Technical Experts, Middle and Senior Managers.</p> <p>Methods, Analysis, Implementing Initiatives & Improvement</p> <p>Services are become the more important part of the customers (internal and external) expectation from us. Maximizing effectiveness of service management is an important goal of this program.</p> <p>The program includes: Understanding the nature of services and the customers prospective for the same, Performance evaluation of service delivery and productivity, and, Risk assessment for services. This program is a must for supervisors and managers of service departments and service organizations.</p>
<p>MAA4025 (pdf)</p> <p>Organizational Productivity Methods, analysis, Implementing Initiatives & Improvement</p> <p>Training Program</p>	<p>This program covers: need and ability to use resources efficiently and effectively, what is productivity, relationship to strategic goals, productivity improvement opportunities, and, implementation and monitoring of productivity improvement.</p>
<p>MAA4045 (pdf)</p> <p>Identifying & Reducing Wasteful Practices</p> <p>Training Program</p>	<p>Saving \$ & Reputation for your Organization, Department or Section.</p> <p>This program helps you analyze and measure in dollar terms how much resources your organization is currently wasting. This includes not-doing-it right first time, excessive inspection and testing, scrap, rework delayed product, delayed service, customer satisfaction, expediting and not taking advantage of the available improvement opportunities. The program recommends ways to reduce these costs and to benchmark them against similar-vision industry leaders. Finally the program develops a step-by-step improvement plan.</p>
<p>MAA4055 (pdf)</p> <p>Organization's Applied Technology</p> <ul style="list-style-type: none"> • Methods, Analysis, Implementing Initiatives & Improvement 	<p>This program discusses (1) Understanding your company's technology (2) determining which technologies should be priorities for your company (3) determining what aspects of the company can be called technologies (4) Systematic breaking technologies down into component parts.</p> <p>This program supplies tools to enable you to understand the technologies you use and apply. How to conduct a strategic review (where might we want to compete?) How to conduct a core competencies review (what are we good at?) How to analyze your "Technology Base" and its key elements? How to develop a "Technology Inventory"? Analyze how well you develop/exploit different technologies How to anticipate skill needs? How to spot technologies that underpin your position? How to use the stage-by-stage assessment to rank technologies and define their maturity, competitive position and competitive impact? How to identify the resources and time required to achieve improvement - and the likely return on investment? Planning Issues, Specific Technology Issues, Information Technology Issues, Management Issues, Implementing Improvements</p>
<p>MAA4075 (pdf)</p> <p>Business Strategy Methods, Analysis, Implementing Initiatives & Improvement</p> <p>Training Program</p>	<p>This program provides the participant an understanding and methodology for Understanding Company Strategy & Establish the strategy. Content Includes: Methodology for developing the Business Strategy, Prioritizing Resource Application, Implementing and Monitoring the Strategy Implementation and Measuring its Effectiveness.</p>

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<p>MAA4085 (pdf) Corporate Work Culture Improvement Training Program</p>	<p>You will learn ... What is organizational culture? Impact this culture has on organization's performance and achievement of Strategic Objectives? How our improvement initiatives should be tailored to work for our organization. Essential Cultural Attributes for a 21st Century Globalized Organization including the Work Culture Universal Good Practices and Potential Beneficial Best Practices. The program will present the Culture Improvement Methodology using an easy step-by-step approach and assisted with adequate checklists - For the following stages... (1) Identifying your Organizations Real Detailed Strategic Objectives (2) Analyzing the Work Culture required to Achieve the Strategic Objectives (3) Culture Audit to find the Gaps between the Required Culture and the Existing Work Culture (4) Formulating Projects for Creating the Required Organizational Culture and Sub Cultures in Various Units (5) Sample Project Planning and Scheduling for Culture Change Projects.</p>
<p>MAA4105 (pdf) Managing the Image of your Organization or Department Training Program</p>	<p>In this program you will gain practical knowledge about: Why an organization's Image is important? How do we determine the current image of your organization? Are we successful in projecting the image our strategy requires? What changes can be made and how to prioritize resource allocation for this. Steps in Image change project implementation. Evaluating impact of an Image Change Project. A unique program for interested members of management.</p>
<p>MAA4115 (pdf) Customer Satisfaction Improvement Action Planning Training Program</p>	<p>We all talk about the importance of Customer Satisfaction - but what exactly is it? What does the customer want? How do we measure customer satisfaction? What are the right questions to investigate? Loss to our organization of not satisfying customers? How to exceed customer satisfaction - Delight the Customer. These questions will be answered following a step-by-step approach - one that you will be able to take back to your organization. Finally we will prepare a customer satisfaction action plan for your department or organization.</p>
<p>MAA4125 (pdf) Customer Satisfaction Improvement Action Planning Training Program</p>	<p>We all talk about the importance of Customer Satisfaction - but what exactly is it? What does the customer want? How do we measure customer satisfaction? What are the right questions to investigate? Loss to our organization of not satisfying customers? How to exceed customer satisfaction - Delight the Customer. These questions will be answered following a step-by-step approach - one that you will be able to take back to your organization. Finally we will prepare a customer satisfaction action plan for your department or organization.</p>
<p>MCP4425 (pdf) Middle Management Development Program Training Program (Without Workshop)</p>	<p>Providing Essential Skills to prepared participants for Higher Management Roles. Providing Essential Skills and Implementation Plans to prepared participants for Higher Management Roles. Program provides the participant: Understanding Middle Management Role, Understanding and Developing Organizational Objectives. Translating Organizational Strategic Objectives into Your Middle Management Goals, Understanding Performance of Highly Rated Managers, Understanding the Process Approach to Management, Understanding Resistance to Change and Developing an Improvement Methodology that Overcome the Known Pitfalls to Change, Understanding and Implementing Minimum Good Management Practices for your Organization, Understanding the Concept of Best Practices, Investigating Best Practices to Apply in your Organization</p>

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<p>MSS4805 (pdf)</p> <p>Essential Supervisory Skills</p> <p>Training Program</p> <p>Essential Skills to Get the Best from Your Employees</p>	<p>Program provides the New and Seasoned Supervisor the skills he needs to get the best from his staff.</p> <p>Program Covers: Planning, Delegating, Coaching, Team Building, Solving day-to-day problems, Motivating and Evaluation Aspects of Supervisor's works.</p> <p>Program emphasises strategies and action plane for creating a conducive work culture, inter-personal interactions and supervisor's credibility in order to achieve goals through staff. Recommended for both New and Experienced Supervisors. Including essential skills for professional staff being considered for supervisory positions.</p>
<p>QA1035 (pdf)</p> <p>TQM & Continuous Improvement Implementation</p> <p>Training Program</p>	<p>The main objective of this program is to develop advanced capability in Internal Implementation of Quality Assurance and TQM systems. This program places strong emphasis on: developing procedures, checklists and reporting skills and developing expertise in Quality Improvement Methodologies. Participant learns to apply Quality Improvement Methodologies, Tools and Systems and TQM system implementations. This program provides essential skills for: Analysts, System Auditors, Quality Team Members and Executives.</p>
<p>QAM2805 (pdf)</p> <p>Quality Assured Administration Management</p> <p>Training Program</p> <p>Improving Service Quality for Internal User Departments and Building Departmental Knowledge System</p>	<p>Providing Skills for Improving effectiveness of the Administration Department is the primary focus of the program.</p> <p>Increasingly there is a need for the non-production departments to improve the quality of their services to internal users. Last 25 years have seen dramatic changes in the Operational Philosophy, Customer Focus, IT Tools, Standardized Management Methodologies and Knowledge Management. This programs provides the participant skills for Applying and Managing Implementation of these in his organization.</p>
<p>QAT4995 (pdf)</p> <p>Quantification of Quality Losses & Costs</p> <p>Training Program</p>	<p>The Tools, Technology and Methodology. Measuring the Immeasurable For Quality Improvement, TQM & Operational Auditing.</p> <p>Quality Losses are Losses caused by not realizing the potential of resources in processes and activities. This program shows you how to measure in \$ quality losses due to (1) Loss of customer satisfaction (2) Loss of opportunity to add more value for the customer, the organization or society (3) Waste of resources.</p>
<p>QBP6545 (pdf)</p> <p>Implementing Best Practice Processes in your Work and Organization</p> <p>Training Program</p>	<p>This program is applicable to Professionals working in any department or business unit of your organization.</p> <p>Euro Training has researched and benchmarked organizations worldwide to collect sets of Best Industry Practices they have employed and obtained Exceptional and sometimes Dramatic Improvements in Meeting their short and long term Objectives. The benefit of this 25+ years of research is being provided to you in the form of this program.</p> <p>This program is intended for Design, Production and Service Organizations. It is applicable for Nationally Operating Organizations and those with Global Operations or Aspirations. It Provides Understanding of Essential Management Processes that Can Give Your Organization the Competitive Edge</p>

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<p>QCM0455 (pdf)</p> <p>Configuration Management</p> <p>Training Program</p>	<p>Implementation - Methodology - Tools</p> <p>Configuration Management (CM) is the engineering and administrative discipline that ensures that every part of the projects configuration is identified, reliable, traceable, and repeatable. In a very straightforward and logical way ensuring that: you know what you have got to produce; once you have got it, you know where it is and what state it is in; only the right people can use or change it and they will understand the impact of that change; useful reports are available; and the agreed procedures are being followed, so that everything works together properly.</p>
<p>QCM6815 (pdf)</p> <p>Managing Contracting-Out Manpower and Services</p> <p>Training Program</p>	<p>This program provides you the essential understanding of the issue in manpower and services procurement.</p> <p>It enables the participant for build-into the contract conditions the enabling provisions for assuring hired staff Capability, Motivation and Retention.</p> <p>This program discusses the many problems faced by worldwide organizations as they outsource Manpower and Services – enabling learning from others experience and adopting the applicable Industry Best practices.</p>
<p>QGM5545 (pdf)</p> <p>Implementing Best Practice Processes in your Work and Organization</p> <p>Training Program</p>	<p>This program is applicable to Professionals working in any department or business unit of your organization. Last 25 years have seen the standardization of Management Practices, Implementation Methodologies and their Effectiveness Evaluation Methods. This program compiles the Database of such agreed good practices and shows the way to implement them in your area of work - which may be in your own work, your team, your section, your department or your organization.</p> <p>An extremely valuable prerequisite program for all Supervisors, Managers and Management Consultants irrespective of your long or short management experience. Essential Management Processes without which You cannot achieve your Goals</p>
<p>QID7715 (pdf)</p> <p>Promoting Innovation in your Department</p> <p>Training Program</p>	<p>Innovation is the key to organization superior performance and even survival. Innovation differentiates high performing business units. This program explains a practical step-by-step method by which you can set up a system for promoting innovation of your department or organization.</p> <p>This program is applicable to all types of departments and business areas.</p>
<p>QME4715 (pdf)</p> <p>Motivating by Promoting Entrepreneurship among your Employees</p> <p>Training Program</p>	<p>Under Revision...</p>
<p>SMI7875 (pdf)</p> <p>Strategic Management of Innovation</p> <p>Training Program</p>	<p>Managing Innovation is the Game Changer in the 21st Century - It helps you maintain your competitive advantages in an increasingly globalized business environment.</p> <p>This program helps Management understand the Challenges and Management System Solutions that may make the difference between success and failure. The program will take a 360 degree look at Innovation Issues and Opportunities for your organization and will cover ... Innovation in World Class Organizations; Understanding your Organization's Competencies; System to Track Trends in "Your" Technology; Processes for Innovation Management; Creating Culture of</p>

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<p>SQA2445 (pdf) Implementing Quality Assurance & TQM in Service Departments or Industry Training Program</p>	<p>Service departments offer great opportunity for Quality Assurance and Quality Improvement. These departments have traditionally avoided reasonable measurement of performance. All this has now changed. Now dramatic measurable performance improvement in these areas has become possible – and it is measurable! This program teaches the Analysis Methodology and Technology that makes this possible. After attending this program the participant will be able to guide such an implementation, he will be able to prepare the required implementation plans and checklists. Participants will normally be motivated personnel from any service departments including: Management, Engineering, Purchase, Utilities, Maintenance, Finance, Audit, Documentation, Administration, Personnel, HRD, and Accounting.</p>
<p>XRM9915 (pdf) Organizational Risk Management Strategies and Methodologies For Industry Business Professionals, Managers, & Leaders</p> <ul style="list-style-type: none"> • Risk Analysis • Insurance • Risk Transfer • Hedging • Contingency Planning • Risk Early-Warning System. 	<p>In this program you will learn about... , Organization's Exposure to Risks, Risk Analysis & Exposure Liability, Converting Risks into \$, Risk Retention and Transfer Strategies, Insurance, Contracts, Hedging, Contingency Planning, Setting Up a Risk Early-Warning System, Aligning Risk Management with Organizational Mission, Vision, Strategic Objectives, Quality Policies and Requirements., Specific Areas where you, your section, your department or your organization can take a Leadership Role in Organizational Risk Management.</p> <p>Including, (Day-by-Day Content will be Customized by the Program Director based on Participant Profile), Developing Your Risk Action Plan.</p>