



SYSTEMS AND PROCESSES

EVENT

How to Improve Process and System Efficiency

Understand how to make significant business performance improvements within short timescales and without significant cost.

This workshop describes how to get all your staff looking at and helping with improvement activities. This session will give you the knowledge and practical experience to apply relevant techniques to your own business situations.

During the session you will explore:

- Identifying Value add and Non value add in a service environment
- Mapping out processes
- Identifying 'Touch-Points' and the value customers want
- Visual management and Workplace organisation
- Management of change.