

PROCESS IMPROVEMENT (TGS-2020505901)

WHO SHOULD ATTEND

Supervisors or Managers from various sectors

COURSE OBJECTIVES

The aim of the course is to equip the trainees who are currently working or those intending to make a career switch to the Retail industry. The course emphasises on;

1. Ability able to analyse service shortfalls associated with concept of process management by using systematic process improvement model to meet the organisational goals.
2. Ability to monitor store productivity & using customer feedback to initiate programmes to improve staff productivity
3. Ability to develop action plans and implement the improvement activities in accordance with organisational procedures
4. Ability to communicate effectively the service shortfalls and changes to operational processes that are to be implemented to employees.

COURSE CONTENT

1. Analysing Service Shortfall
2. Evaluating and Reporting Service Shortfall
3. Resolving Service Shortfall
4. Communicating Implementation action to employees

NETT COURSE FEE (AFTER SSG GRANT)

Company (SME) Sponsored: S\$52.80

Self Sponsored Individual 40 years old and above: S\$52.80

Self Sponsored Individual below 40 years old: S\$288.00

TO REGISTER

Contact us at 62995036 or email us at enquiry@birmingham.edu.sg

CERTIFICATE

Participants who have successfully demonstrated competence in all the knowledge and skills requirements in this programme will be awarded with a Statement of Attainment (SOA) by SkillsFuture Singapore (SSG)

ENTRY REQUIREMENT

Learners must have minimally a Pass in GCE 'N' Level or a WPL Level 6.

Mature candidates above 30 years old and do not meet the entry requirements and / or Numeracy entry requirement must be interviewed by the Training Manager to ascertain their literacy level. In addition, learners must have a minimum 2 years of retail work experience, out of which 1 year should be at supervisory level.

TYPE OF COURSE

Modular WSQ Course

COURSE DURATION

16 Hours / Full-time

MEDIUM OF INSTRUCTION

Medium: English

ASSESSMENT

Written assessment

COURSE FEE (BEFORE FUNDING)

S\$528.00

BENEFIT

- Absentee Payroll Funding up to 95% of hourly basic salary for company sponsored.

Birmingham Academy

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