



### DATES

September 17 - 18, 2019  
Tuesday - Wednesday  
8:30 am - 4:30 pm

### PROGRAM FEE

Php 11,800.00 (Early Eagle Rate until Sept. 3)  
Php 12,800.00 (Regular Rate)

### HOW TO REGISTER Online

[www.cce.ateneo.edu](http://www.cce.ateneo.edu)

### Email

[sales.cce@ateneo.edu](mailto:sales.cce@ateneo.edu)

### Call

+63(2)830.2038

Schedules and prices may change without prior notice.

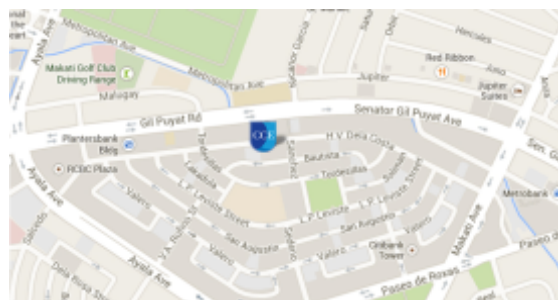
## The Business Process Improvement Toolbox

### Package inclusions:

- Program fee
- Training kit
- AM/PM snacks
- Lunch
- Certificate of course completion

### Venue:

Ateneo de Manila University - Salcedo Campus  
3/F Ateneo Professional Schools Bldg.,  
130 H.V. Dela Costa St., Salcedo Village,  
Makati City, Philippines



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June 3, 2019



ATENEO DE MANILA UNIVERSITY  
GRADUATE SCHOOL OF BUSINESS



technology, quality & operations management

# The Business Process Improvement Toolbox

September 17 - 18, 2019

 CENTER FOR CONTINUING EDUCATION

**The Business Process Improvement Toolbox** enables you to use process thinking to improve, monitor and control the processes in which you work.

This course will include the basics of process mapping at different levels of the organization and will highlight the importance of managing and improving processes to achieve department and company goal, anchored on the voice of the customer (internal and external).

# The Business Process Improvement Toolbox

## objectives

At the end of this course, you will:

1. Describe the goals and benefits of:
  - a. process thinking
  - b. process analysis
  - c. process improvement
  - d. process management
2. Describe the levels of processes in an organization
3. Describe the uses of process maps
4. Construct and analyze:
  - a. SIPOC Process Map
  - b. Activity / Linear Process Map
  - c. Deployment / Cross-Functional Process Map
  - d. Opportunity Process Map
5. Identify and operationally define Process Metrics
6. Conduct a process mapping meeting
7. Describe, identify, minimize and eliminate Process Waste
8. Identify customer requirements of the process
9. Describe how to quantify improvements made

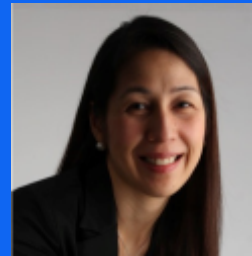
## who should attend

The following will benefit most in this program:

- \* Managers and supervisors
- \* Quality officers and team members



## program director



**MS. ANAMARIA M. MERCADO** is a certified Six Sigma Master Black Belt and Lean Practitioner. She received her certification after six weeks of training in the US and a two-year full-time assignment as a Six Sigma Deployment Manager. She is also the Program Director of Six Sigma Certification Programs at the Ateneo Graduate School of Business - Center for Continuing Education.

As a Deployment Manager, she helped launch the continuous improvement initiative in her former company. She managed multiple projects across the organization, improving process performance and customer satisfaction while delivering financial benefits.

Further, she has professional experience in sales and marketing management, as well as in training and development. Over the years, Ms. Mercado has concentrated on providing training and coaching services to various clients across industries, particularly in the areas of business process improvement and service excellence.

Ms. Mercado has a degree in Business Economics and post-graduate units in Professional Education from the University of the Philippines. She also holds a Masters degree in Business Administration from the Ateneo Graduate School of Business.

## program content

- I. Introduction to Process Thinking
- II. Process Basics: High-level Process Mapping
  - a. What is a Process?
  - b. The SIPOC Analysis
- III. Voice of the Customer and its link to Process Improvement
- IV. Determining Process Metrics and Setting Goals
- V. Process Analysis
  - a. Detailed Process Mapping
    - i. Activity (Linear) Process Map
    - ii. Deployment (Cross-functional) Process Map
  - b. Process Waste
    - i. Opportunity Process Map (determining Value Adding Steps and Non-Value Adding Steps)
  - c. Process Complexities
    - i. Gaps and Bottlenecks
    - ii. Cycle Time
- VI. Standardization and Replication
- VII. Process Management & Excellence
  - a. Process Management Charts
  - b. Sustaining the Gains

## complementary programs

### The Art of Service Recovery

August 13, 2019

This course will help you learn methods to effectively handle complaints, transforming them into valuable consumer insights that will help your organization improve its processes, and in turn, be of better service to your customers.

### Service Quality

September 9 - 10, 2019

This course is a matter of knowing your customers, designing services to meet customer needs and finally managing the service production and delivery process to their satisfaction.