



### DATES

May 19-20, 2020  
Tuesday - Wednesday  
8:30am - 4:30pm

### PROGRAM FEE

Php 11,800.00 (Early Eagle Rate until May 5)  
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.*

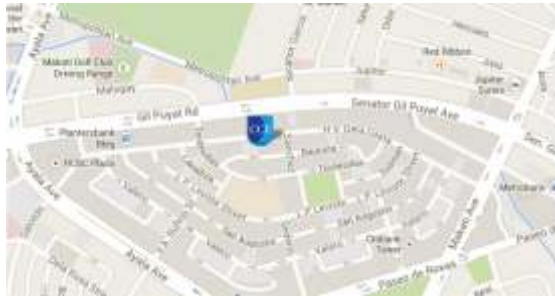
## Lean for Service

### 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



### CUSTOMIZED PROGRAMS

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June 25, 2019



ATENEO DE MANILA UNIVERSITY  
GRADUATE SCHOOL OF BUSINESS



technology, quality & operations management

# Lean for Service

## May 19-20, 2020



CENTER FOR CONTINUING EDUCATION

Learn how to improve your operations, stay competitive, and increase capacity with the use of Lean tools and techniques as a powerful methodology to achieve your strategic goals.

*Lean for Service* will develop you as experts in utilizing and applying Lean concepts successfully.

## Lean for Service

### objectives

After the course, you will:

1. Learn to apply the steps, approaches, tools, and techniques used to create Lean processes and Lean organization;
2. Recognize the purpose, objectives, results, and benefits of Lean;
3. Identify the waste and its drivers in your processes;
4. Use the Lean Pathway to identify and prioritize opportunities for improvement; and
5. Learn the best way to plan and implement Lean.

### about CCE

The Ateneo Center for Continuing Education (CCE) supplements the degree programs by addressing issue-specific industry concerns that require immediate, purposeful, and focused response. AteneoCCE is an industry resource and partner, doing advocacy on emerging critical issues and convening interested entities so that together, they can tackle a common concern. Conscious of its vital role in society, the Center continuously improves its products and services in a creative, innovative and trend-setting way to address the changing needs of clients. Successful Ateneo CCE participants may earn elective units in AGSB MBA Programs.

### who should attend

Quality professionals and managers, operations analysts and managers, Green Belts, Black Belts, Master Black Belts, and any manager or professional who wants to improve the efficiency of operations, processes, and the organization



### resource person



**MS. ANAMARIA M. MERCADO** is the Program Director of Ateneo Graduate School of Business Center for Continuing Education. She 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.

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. **See the Waste**
  - A. Types of Waste
  - B. Value Stream Map
  - C. Efficiency Calculations
- II. **Prepare the Workplace**
  - A. Organization
  - B. Workplace Arrangement
- III. **Improve Daily Work**
  - A. Standardization
  - B. Error-proofing
  - C. Auto-stop
- IV. **Address Set-up and Maintenance**
  - A. Rapid Changeover
  - B. Integrated Maintenance
- V. **Make Value Flow Faster**
  - A. Process Pulse
  - B. Visual Management
  - C. One Piece Flow and Pull
  - D. Signaling
  - E. Leveling
  - F. Sequencing

### complementary courses

#### Service Quality

*February 17-18, 2020*

This course studies Service Quality at a strategic level, enabling management to design customer-focused methods in their processes.

#### The Art of Service Recovery

*March 19, 2020*

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.