



ATENEUM DE MANILA UNIVERSITY
GRADUATE SCHOOL OF BUSINESS
CENTER FOR CONTINUING EDUCATION



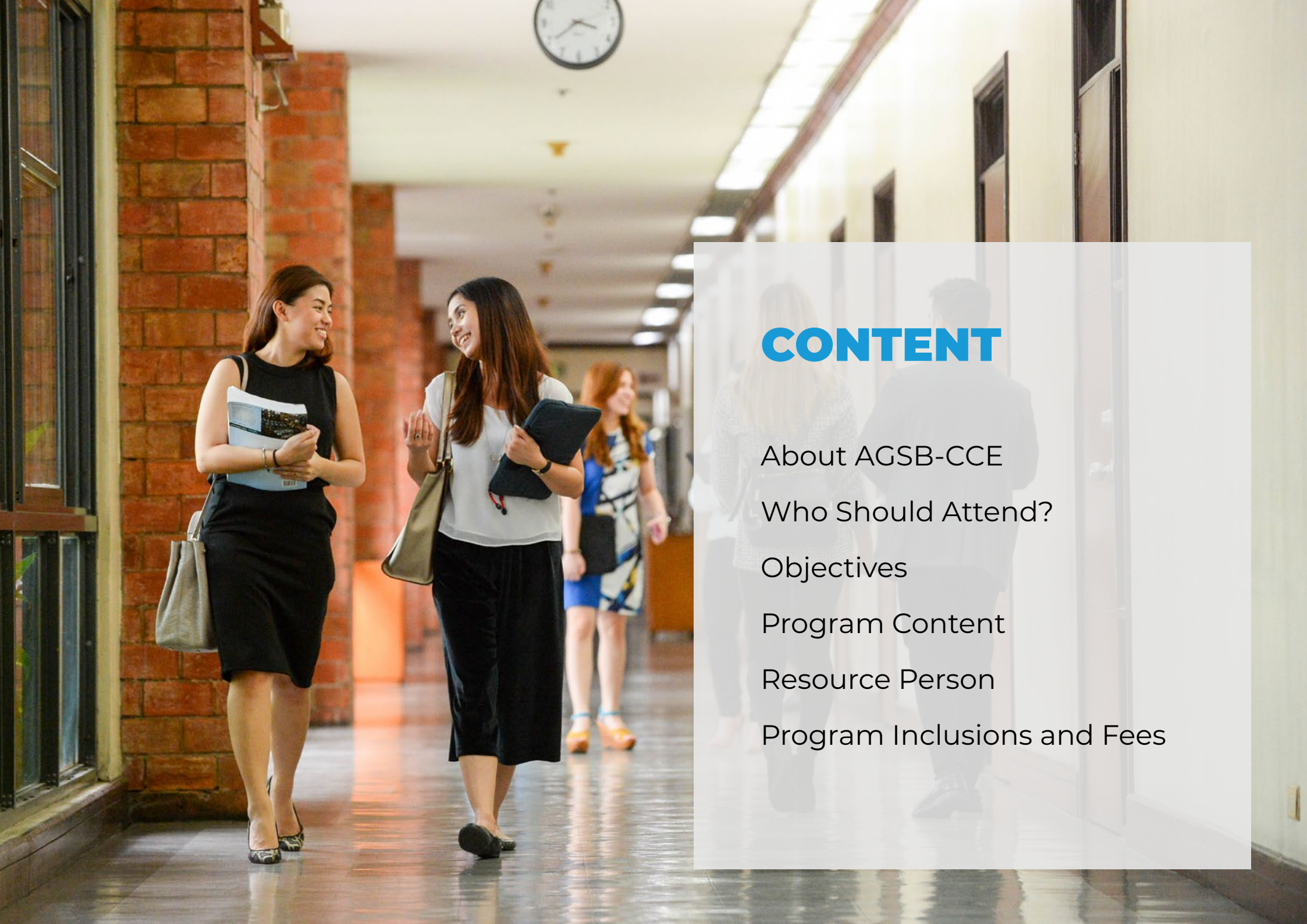
Quality Management **ONLINE PROGRAM**

The Business Process Improvement Toolbox

October 5, 6, 12 & 13, 2022

Synchronous sessions via Zoom

Asynchronous sessions via access to the AteneoBlueCloud (Canvas LMS)



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ABOUT AGSB-CCE

The Ateneo Graduate School of Business - Center for Continuing Education (AGSB-CCE) was established to complement the existing Ateneo-BAP Institute of Banking, a consortium between the Ateneo de Manila University and the Bankers Association of the Philippines. It was initially known as the Basic Leadership Program (BLP) until the name was changed to Continuing Professional Education (CPE) and then finally, to Center for Continuing Education (CCE).

Under AGBS, CCE takes an active role in addressing specific industry concerns that require immediate, purposeful, and focused response. As an industry resource and partner, CCE offers continuing professional development programs that are workplace-based with immediate take-away value. Methodologies are based on business simulation, practical exercises and applications, case analyses, and focused discussions. Courses are designed, developed and delivered by industry practitioners who are noted experts in their respective fields. Together, AGBS and CCE support the Ateneo mission to promote excellence, integrity and service.

WHO SHOULD ATTEND?

Team leaders, supervisors, managers.

OBJECTIVES

At the end of this program, you will be able to:

- ➔ Identify the process that your work is part of;
- ➔ Identify the suppliers, inputs, outputs, and customers of your process;
- ➔ Determine when to use the different types of process maps / flowcharts;
- ➔ Use an opportunity flowchart to identify unnecessary complexity, waste and bottlenecks in your own process; and
- ➔ Standardize and continuously monitor your improved process.

THE BUSINESS PROCESS IMPROVEMENT TOOLBOX

The Business Process Improvement Toolbox enables you to use process thinking to identify, analyze, improve, and monitor the processes in which you work, thereby promoting efficient work flows that produce effective outputs.

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

PROGRAM OUTLINE

I. Introduction

- A. Process thinking versus Functional thinking
- B. Overview: Process management and process improvement

II. Process Basics

- A. High-level process mapping

III. Understanding Voice of Customer (VOC)

- A. VOC and its link to process improvement

IV. Goal Statements

- A. Process metrics, baselines and targets
- B. Operational definitions

V. Detailed Process Mapping

- A. Activity process maps
- B. Deployment process maps

VI. Process Analysis

- A. Critical examination
- B. Waste analysis (identifying process wastes)
- C. Time analysis (identifying bottlenecks)

VII. Standardization

- A. Documentation
- B. Training

VIII. Process Monitoring and Control

- A. Process management charts to sustain the gains

RESOURCE PERSON



**MS. ANAMARIA
M. MERCADO**

Ms. Bim 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 - 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.

THE BUSINESS PROCESS IMPROVEMENT TOOLBOX

PROGRAM DETAILS

October 5, 6, 12 & 13, 2022
Wednesday - Thursday
1:00 - 5:00 pm

Synchronous sessions via Zoom
Asynchronous sessions via access to the AteneoBlueCloud
(Canvas LMS)

PROGRAM FEE

Php 10,000.00 (Early Eagle Rate)
Php 11,000.00 (Regular Rate)

**Schedules and prices may change without prior notice.*

INCLUSIONS

- Digital copies of the materials can be accessed through AteneoBlueCloud (Canvas LMS)
- Digital Certificate of Completion

REGISTER NOW!

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SCAN CODE
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