



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



Quality Management

ONLINE PROGRAM

LEAN FOR SERVICE

December 2, 3, 9 & 10, 2021 | via ZOOM



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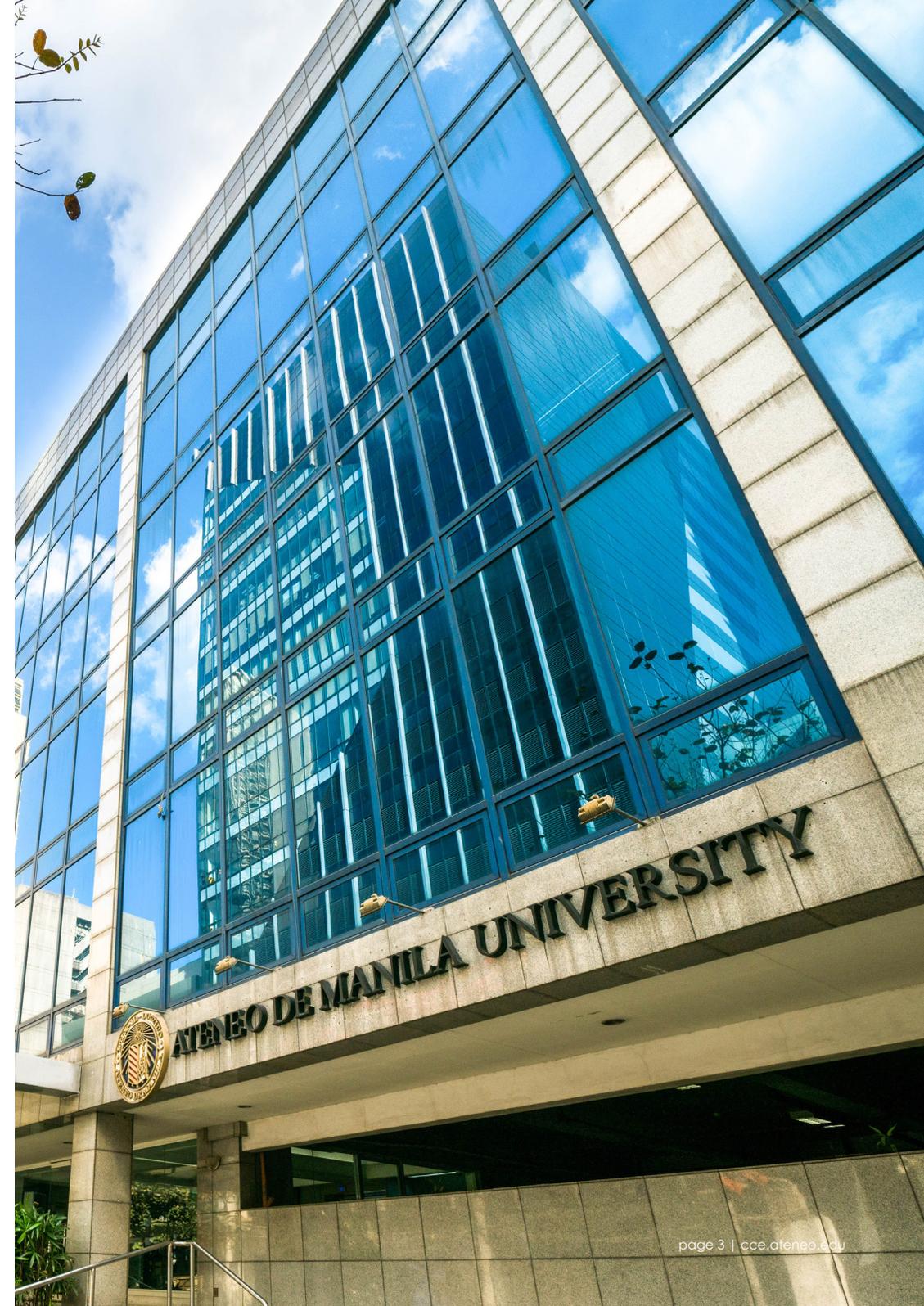
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ABOUT AGSB-CCE

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?

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

OBJECTIVES

Successful completion of this module enables the participant to:

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

LEAN FOR SERVICE

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.

PROGRAM OUTLINE

- 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

RESOURCE PERSON



ANAMARIA M. MERCADO

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 - 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.

LEAN FOR SERVICE

PROGRAM DETAILS

Schedule via ZOOM:

December 2, 3, 9 & 10, 2021

Thursday - Friday

6:00 - 9:30 PM

INCLUSIONS

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

REGISTER NOW!

Ms. Grace Antiporda
(+63) 956 477 2371
gantiporda@ateneo.edu
sales.cce@ateneo.edu

SCAN CODE
TO REGISTER



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