

# GMS WSQ: Manage Process Improvement (MF-COM-403C-1)

*Participants will be awarded the **Statement of Attainment** upon successful completion of the course.*

## Course Objective

On completion of this course, learners will be able to acquire knowledge and skills in bringing the resources and processes together to achieve the organisational set goals using variety of process improvement methodologies. It involves adopting a systematic approach in improving a process through process mapping, analyse the process and redesign the process.

## Target Audience

New and experience professionals, managers and executive (PMEs).

## Course Outline

- Identifying improvement activities associated with concept of process management and improving customer satisfaction using systematic process improvement model to meet the organisational goals.
- Defining the process relationship using suitable process mapping techniques.
- Presenting the process map graphically that accurately depicts the sequence of events to build a product or produce an outcome using standard process mapping conventions or symbols.
- Performing analysis of the process for waste or non-value activities to facilitate redesigning the process in accordance with the process Improvement model.
- Redesigning the process using the results of the analysis and recommend potential measures to improve the functioning of the process to meet the organisational goals.
- Executing the changes to the process and resolve issues encounter in accordance with the change solicitation process.
- Standardising the redesigned process to make change stay permanently by proper documentation and training in accordance with organisational procedures.

## Methodology

This workshop involves mini-lecture, group discussion/activity, case study etc.

Dates (2021) : \*Please refer to SNEF website for available dates  
 Duration : Day 1 & 2: 9am to 5pm  
 Day 3: 9am to 6pm (22hours)  
 Assessment : On a separate day (2 hour)  
 Course Venue : SNEF Corporate Learning Centre @ Tanglin Shopping Centre

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**  
 Click on 'Training' and Course Category '**Generic Productivity and Supply Chain – GMS WSQ**'

- ❖ **50% Course Fee Subsidy, capped at \$15/hr (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$50/hr (SC aged ≥ 40/ SMEs)**
- ❖ **Absentee Payroll 80% of hourly basic salary, capped at \$7.50/hr. Eligibility period: 1 Jan – 30 Jun 2021**

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40		\$481.50	\$405.00	= <b>\$76.50</b>
⊗	- SC aged ≤ 39		\$481.50	\$225.00	= <b>\$256.50</b>
	- All SPR				

*All prices stated are inclusive of 7% GST*

**SC** : Singapore Citizen

**SPR** : Singapore Permanent Resident

⊗ : Not Applicable

**SMEs** : Defined as companies with:

(i) at least 30% local shareholding; AND

(ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

## Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

- Singapore Citizens or Permanent Residents (PR) of Singapore
- Attain at least 75% course attendance
- Successfully complete assessment and certified as competent
- Must never have enjoyed funding for the same course before
- For company-sponsored participants, training must be fully sponsored by companies, which are registered or incorporated in Singapore

## Enquiries:

Veena DID: 6827 6973 / Training hotline: 6827 6927

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