

The Systems 3 Group Mentor Program... moving businesses to the next level.

- ✓ *Need to understand what is really going on in your organisation?*
- ✓ *Want to have the answers to why things are not happening as they should?*
- ✓ *Need an easy-to-follow approach?*

Process Analysis and Review—OE2

Course Description

This 1-day course will provide you with knowledge and skills to:

- Identify and **map the processes** of your organisation
- **Analyse the steps** that cause things to happen
- Align **processes to achieve objectives**
- **Develop action** plans to ensure sustainable improvements

Who Should Attend?

- **Leaders** looking to understand the detail in business
- Operational teams that need to deliver outcomes
- Individuals who want to solve organisational frustrations
- Consultants wishing to **improve their range of skills**

Special Features Of The Course

This course features your case study. Following a guided approach, you will map and analyse processes from your organisation. You can focus on your improvement goals as soon as you get back from the course.

Included In The Course

- Morning, afternoon tea and lunch
- **Course Manual: Successful Process Analysis and Review**, S3G, 2008

Course Overview

Concepts

- Understand the need to break the whole into parts
- Making steps transparent for review
- Simplifying, modifying and improving

Key Aspects

- Process goals
- Mapping / Flow chart
- Analysis
- Simplification
- Innovation and improvement

HOW TO REGISTER

Price: \$5,500pp (inc GST) for the 10 month program. Please Enquire about our Mentoree Subsidy or \$495 for individual modules.

Phone: Toll Free (from within Australia) 1800 110 034

Fax: 61 7 3856 0099

? Questions
info@s3g.com.au

Course Calender
www.s3g.com.au



“ For me, it really helped simplify a daunting process. The case studies and real-life examples and the interactive discussion sessions really helped me fully understand what's required of me. ” **Melbourne, VIC**

The Method Of Process Analysis

- Process goals **establishing what processes need to accomplish** in the strategic goals of the organisation
- **Understand the steps** analysing the parts that make up the process
- Identifying **bottlenecks backlogs and other barriers** to outcomes
- **Methods to put things right**, which includes knowing how to make the changes
- **Responsibilities and timelines** who will need to do what and by when
- **Measurement of process performance** trends and statistics

Group Discount (all public courses, 1 booking) : 3+ people 5% off total (within the same organisation)
5+ people 10% off total (within the same organisation)

Enquire about our *In-house Courses*

Environmental, Health & Safety:

- Environmental Management Systems Auditor (AE01)
- Occupational Health & Safety Auditor (AOH1)
- Integrated Environment, Health & Safety Auditor (EHS01)
- Environment, Health & Safety Internal Auditor (EHS02)

Health & Aged Care:

- Aged Care Quality Assessment (AA01)
- Aged Care Internal Auditor (AA03)
- Monitoring Systems - Taking Control (MA09)
- Retaining and Developing your staff (MA10)

Quality:

- Quality Management System Auditor (AQ01)
- Quality Management System Internal Auditor (AQ02)
- Laboratory Quality Management System Auditor (ALQ01)

Food Safety:

- Food Safety Management Systems Auditor (AFS01)
- Food Safety Management Systems Internal Auditor (AFS02)

OR:

We can address your **specific, key business and training requirements**. Please contact us for a **tailor-made, in-house course** proposal.

Fantastic Feedback

The evaluation of participant feedback forms from 2001 to 2007 reveals an average presenter satisfaction rating of 6.45 (on a rating scale from 0–7) and an overall course satisfaction rating from 6.35.

Our Expertise

All of the Systems 3 Group's trainers are currently practicing consultants. This means that they maintain current knowledge of operational methods, statutory requirements and enforcement criteria. In addition, all company trainers are tertiary qualified and company course designers hold Australian qualifications Certificate IV in Workplace Training and Workplace Assessor.

Our trainers are not 'career' trainers.

Instead, our trainers are experts in the industry—called upon by internationally recognised clients, often at crisis time.

This means students of our courses benefit from real-life, in-field experience and knowledge, with much of the case studies used in training coming directly from the field.

The bottom-line advantage to clients means students acquire practical knowledge at the front of their industry trends.

We have trained over 10,000 students and represent over 200 blue-chip clients internationally.



“ It was the round table and frank discussions regarding the outcomes that gave me the understanding of the full requirements. ” **Melbourne, VIC**