

Managing process efficiency at SSC/BPO

Practical workshop



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Managing process efficiency at Business Service Centers (BSC) is currently the most important challenge for the SSC/BPO sector managers. Client expectations, market dynamics and managing fast changing teams are the key factors which have impact on operational efficiency of SSCs.

Do you:

- ▶ know how to efficiently map processes in SSC/BPO and avoid most common mistakes and errors?
- ▶ already know the tools that will help you make optimal design of the Continuous Improvement system at your Business Service Center?
- ▶ use appropriate performance metrics to control operational processes at SSCs?
- ▶ know how to link the model of services realized by SSC and expected efficiency?



We invite you to participate in intensive workshops which are the practical „must-have“ of every SSC sector manager. We will help you systemize your knowledge and show how to use productive tools to manage operational processes at Business Service Center.



For whom?

The addressees of this training are:

- ▶ Chief Operating Officers and Chief Executive Officers of the SSC/GBS/BPO sector
- ▶ managers, principals and leaders responsible for managing teams at Business Service Centers.

PROGRAM Day 1



Process mapping at SSC/BPO

- ▶ What is a business process and how the relations between processes are shaped at SSC/BPO?
- ▶ The specifics of processes at SSC/BPO in the area of finance, customer service, HR, IT, Sourcing
- ▶ The most common mistakes/ errors made in SSC/BPO in the area of process management
- ▶ The role of a standard process in the Transition management process
- ▶ How to practically apply Process Pyramid to visualize business processes, relations between them and their further improvement?
- ▶ How to map and use all available tools in process mapping?
- ▶ How to apply detailed process map to identify process performance benchmarks

Process metering at SSC/BPO

- ▶ What is process volatility and what is its practical application?
- ▶ What is process capability, effectiveness and efficiency (productivity)?
- ▶ How to calculate process costs - ABC multi-factor analysis?
- ▶ Who is a client at SSC/BPO processes and what is a difference between internal and external client?

- ▶ How to survey customer satisfaction and translate it into measurable parameters that allow process monitoring?
- ▶ How to analyze documents circularization and time in a process?
- ▶ What is Data Gathering Plan and why is it so important during designing process control system?
- ▶ How to define and implement process statistical control and how to visualize results (dahsboard)?
- ▶ How to communicate process results across organization?

Process improvement

- ▶ What tools and methodologies for process improvement offer such methodologies as PM, Lean, Six Sigma and Work Out?
- ▶ What are the ways to engage employees in process improvement?
- ▶ What is a process meeting, who organizes it, who participates in it and what purpose does it serve?
- ▶ What is the role of Process owner and Process executors - what is a difference between administrator and change leader?

How to optimally design Continuous Improvement system?

- ▶ How to create and train process change leader (competences and career paths)
- ▶ What is the role of high and mid-level management in the continuous improvement system?
- ▶ How to apply process control system to management, improvement and motivating (KPI, Traffic light, IP)?
- ▶ How to identify process change recommendations and first process improvements?
- ▶ Which improvements serve process better: revolutionary or systematic?
- ▶ How to identify and manage process risks (Failure Mode Effect Analysis, Risk Mitigation Plan)?
- ▶ How to design a process so that it is protected against risks and errors?



PROGRAM Day 2



Models of service realization at Shared Service Centers - managing the efficiency of delivered services

- ▶ Organizational model and organizational structure of SSC - why is consistency important?
- ▶ Processes, procedures, control points, points of contact, division of responsibilities and flow of information between SSC and Client
- ▶ How consistency, quality and efficiency affect the form and model of service realization?
- ▶ What is the price of added value in service realization? Relation between service cost and quality?
- ▶ How to establish effective platform of cooperation between SSC and Client?
- ▶ Can SSC be a business Partner?
- ▶ Service Level Agreement (SLA agreement) - analysis of selected settlement models.

Customer Experience Management - building and monitoring of SSC client experience and managing client relations

- ▶ Improvement culture as the main aspect of SSC existence
- ▶ Customer as our capital - how to reconcile Client needs with the assumptions of rules of service consistency and uniformity valid for all enterprises?
- ▶ Relationship management or how can I help you?
- ▶ How to identify Client needs and expectations? SSC as an advisor in solutions development.
- ▶ Why managing efficient communication in centralized models is a key factor for quality of delivered services?
- ▶ Customer satisfaction assessment- why, when and in what form?



Closed formula training for your organization

The training can also be organized as a closed session (closed formula) at individual request of your organization - you are welcome to contact us.

Organizational INFORMATION



Date and location

Training duration is 2 days; sessions are realized between 9:00-16:30 hours.

Online live or Warsaw



Price

Training fee is PLN 1850 + 23% VAT per person.

Price covers participation in training sessions, coffee service, lunch and didactic and training materials.

The fee is to be paid 2 weeks before training commencement.



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For more information on full training offer, please visit our website:

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