



أكاديمية الزمالة
العربية البريطانية



أكاديمية الزمالة العربية البريطانية
Arab British Academy Fellowship
A.B.A.F





Effective setup of process engineering and performance measurement

Objectives

- To deepen participants' knowledge of innovative approaches to change and to address ways to improve organizational climate to meet global challenges.
- Enhancing the skills of the participants through the practical application of methods and methods of change and management through the skills of development and continuous improvement.
- Participants are familiar with the concept, importance and stages of planning to achieve business objectives
- To introduce participants to the scientific methods of the stages of innovation in the preparation of the work plan and follow-up systems.
- Develop the skills of drafting and preparing the objectives of the plan from the study of the current status of the institution.
- Define the participants of the procedures of implementation of the plan and the corrective actions, and identify the reasons for drawing and taking such measures.
- Developing the skills of using the method of supervision and effective management follow-up of the work of the participants in a creative and innovative way.

Who Should Attend?

- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

Seminar Outline

DAY 1

- Modern Concepts for Managing Change and Improving the Business Climate.
- Reasons for change:
- Indicators of measuring the efficiency of the current organization
- Symptoms of patient organization and justification for re-change and development of organization
- Concepts of organizational development and development



- Who is responsible for the diagnostic study

DAY 2

- the management of change :
- Acceptance of change
- Resistance to change, its causes, means, forms, factors affecting it
- Management and procedures to reduce resistance to change.
- Planning for change:
- Define new goals
- Identify new performance indicators
- Application of development and change programs.
- Responsibilities of the development expert:
- Role, attitudes and methods of development expert

DAY 3

- The role of training programs in change
- Build a team in the light of change
- Analysis of reciprocal relations, confrontation and return of impact.
- Methods of confronting workers' resistance and improving the working environment.
- Recent change strategies in organizations.
- Objectives and principles of TQM.
- Strategies for continuous improvement

DAY 4

- Focus on internal and external customer.
- Improved processes and process improvement steps.
- Participation, integration and empowerment.
- Improve business results

DAY 5

- comprehensive quality
- continuous improvement
- BSC Balanced Scorecard
- Six Sigma



أكاديمية الزمالة العربية البريطانية
Arab British Academy Fellowship
A.B.A.F

