

Certified Productivity Consultant Course 2018

Core Segment

The core segment contains over 10 hours of intensive engagement covering 6 modules to equip you with the fundamental knowledge on productivity concepts, tools and techniques, consulting framework, ethics and government grants. Participants who successfully complete this segment will be awarded a Certificate of Completion.

Schedule for Core Segment

Date	Time	Modules
15 th March 2018, Thursday	1.00pm to 5.00pm	CU1-1: Introduction to Productivity <ul style="list-style-type: none"> • Productivity definition, concepts and developments • Productivity measurement using the IMPACT framework
		CU1-2: The Consulting Framework <ul style="list-style-type: none"> • Consulting process model, framework and methodology • Introduction to TR43 Technical Reference for management consultant
		CU1-3: Ethics and Government Grants <ul style="list-style-type: none"> • Ethical principles of management consultancy • Funding landscape and grant schemes of various agencies
17 th March 2018, Saturday	9.00am to 5.00pm	CU1-4: Managing the Customer Experience <ul style="list-style-type: none"> • Benefits and challenges of designing and reacting to customers' interaction • Optimizing customer journey
		CU1-5: The Metrics of Productivity <ul style="list-style-type: none"> • How and what to measure for productivity- Productivity Levers • Calculating your productivity-Total Factor Productivity vs Partial Factor Productivity Measures
		CU1-6: Internalising Productivity <ul style="list-style-type: none"> • Integrated Management of Productivity Activities • Establish and build productivity mindset in the organisation-Roadmap and Perform & Monitor
Total Hours/ Modules	10 hours	6 Modules

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Specialisation Segment (Food)

The food specialisation track contains over 29 hours of engagement covering 15 modules. It would include updated case studies, in-depth learning on key and current topics, and a hands-on consulting project with an SME that is guided by experienced supervisor. Participants who successfully complete this segment and passes the assessment will be awarded a Certificate of Achievement.

Schedule

Date	Time	Modules
29 th March 2018, Thursday	1.00pm to 5.00pm	FCU1-1: Introduction to the Food Productivity Landscape <ul style="list-style-type: none"> Value chain, market trends & drivers of food industry Food Services Industry Transformation Map FCU1-2: Financial Productivity <ul style="list-style-type: none"> Financial statements related to productivity diagnosis Managerial ratios in assessing company financial performance
7 th April 2018, Saturday	9.00AM to 5.00PM	FCU1-3: Strategic Management for Productivity <ul style="list-style-type: none"> Process Charts for workflow analysis Calculation of work standard FCU1-4: Service Marketing for F&B <ul style="list-style-type: none"> STP & 7Ps The Sales Funnel - AIDMA and AISAS
12 th April 2018, Thursday	1.00PM to 5.30PM	FCU1-5: Food Operations Assessment Framework <ul style="list-style-type: none"> QSC & PVA strategies & actions Internal and external analysis of operating environment (PESTLE, 5 Forces, Value Chain, VRIO, SWOT, IMPACT) FCU1-6: The Productive Menu <ul style="list-style-type: none"> Menu Concept: Planning, Review and Development Menu Engineering
21 st April 2018, Saturday	9.00AM to 5.00PM	FCU1-7: Process Productivity Management <ul style="list-style-type: none"> Value added, 7 wastes, 5S Kaizen Index for work improvement
3 rd May 2018, Thursday	1.00PM to 5.00PM	FCU1-8: Sustainable Productivity Planning <ul style="list-style-type: none"> Productivity Indices Distribution Creating KPIs FCU1-9: Technology in the Food Industry <ul style="list-style-type: none"> Digital transformation in food industry Automation Equipment
Total Hours/Modules	29 hours	15 Modules
On The Job Training Consultancy project	8 weeks	Guided consultancy project with a SME, covering entire consultancy process, including diagnosis, scoping, data collection, analysis and recommendation. Deliverables: Final report submission and team presentation to SME.

Participants will have to complete an assessment and 8 weeks of On-Job Training (OJT) to be awarded the Certificate of Achievement.

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Specialisation Segment (Retail)

The retail specialisation track contains over 34 hours of engagement covering 15 modules. It would include updated case studies, in-depth learning on key and current topics, and a hands-on consulting project with an SME that is guided by experienced supervisor. Participants who successfully complete this segment and passes the assessment will be awarded a Certificate of Achievement.

Schedule

Date	Time	Modules
8 th May 2018, Tuesday	1.00PM to 5.00PM	RCU1-1: Introduction to the Retail Productivity Landscape <ul style="list-style-type: none"> • Singapore retail sectors • Retail productivity in Singapore RCU1-2: Financial Productivity <ul style="list-style-type: none"> • Financial statements related to productivity diagnosis • Managerial ratios in assessing company financial performance
19 th May 2018, Saturday	9.00AM to 5.00PM	RCU1-3: Strategic Management for Productivity <ul style="list-style-type: none"> • Systematic diagnostic framework and process • Customer value preposition RCU1-4: Service Marketing for Retail <ul style="list-style-type: none"> • 7Ps • Store concept & business format
22 th May 2018, Tuesday	1.00PM to 5.30PM	RCU1-5: Process Productivity Management <ul style="list-style-type: none"> • TPS • JIT
2 nd June 2018, Saturday	9.00AM to 5.00PM	RCU1-5: Process Productivity Management (Continued) <ul style="list-style-type: none"> • 5S • 7 Wastes RCU1-6: Retail Operations Assessment Framework <ul style="list-style-type: none"> • Store performance analysis • ABC Analysis, SKU Analysis
5 th June 2018, Tuesday	1.00PM to 5.00PM	RCU1-7: The Specifics of Retail Productivity <ul style="list-style-type: none"> • Productivity improvement in retail operations • Sacred treasures of HRD
16 th June 2018, Saturday	9.00AM to 5.00PM	RCU1-7: The Specifics of Retail Productivity (Continued) <ul style="list-style-type: none"> • Sacred Treasures of store administration • Kaizen RCU1-8: Sustainable Productivity Planning <ul style="list-style-type: none"> • Productivity Indices Distribution • Creating KPIs RCU1-9: Technology in the Retail Industry <ul style="list-style-type: none"> • Cyber security • Digital marketing
Total Hours/Modules	34 hours	15 Modules
On The Job Training Consultancy project	8 weeks	Guided consultancy project with a SME, covering entire consultancy process, including diagnosis, scoping, data collection, analysis and recommendation. Deliverables: Final report submission and team presentation to SME.

Participants will have to complete an assessment and 8 weeks of On-Job Training (OJT) to be awarded the Certificate of Achievement.