SPARK - Overview

17 June 2010, Singapore

SPARK (Swift **P**rocess **A**nalysis, **R**edesign and **K**nowledge Transfer) is designed to address transactional and business issues that have their root causes in the process flows and policy related areas.

SPARK is:

➡ Cross-Functional-Process-Mapping enriched by data to support identification & elimination of root causes

➡ An eclectic and flexible collection of tools that 'work' rather than a rigid approach

➡ Targeted for quick turnarounds with results in weeks rather than months

➡ Can be achieved in a workshop setting where actual project work is facilitated

SPARK targets management projects that need quick turnarounds with results delivered in weeks rather than months. Achieving this performance is based on the design of the SPARK workshop that enables whole teams, on the spot, to get most of their project work done during facilitated sessions.

AGENDA

Introduction

- Overview of Process Improvement and Design Approaches
- The Need for an eclectic approach

SPARK Methodology

- Preparing a SPARK Programme
- Phase 1: As-Is Process & Gap Analysis
- Phase 2: Should-Be Process Design
- Phase 3: Action Plans with BCP components
- Phase 4: Entrenching Sustainability of Changes & Reviews

SPARK Tools

- 'Beyond the Cubicle' and Systems Mapping at the next level (incorporating Systems Thinking tools)
- What works when and why (10 management consulting tools)
- Innovation in 'Should Be' designs
- Sustaining Change
- Open ended Change

Outlook and Conclusion

Objectives

The **SPARK** half-day workshop introduces Leaders and Managers to a unique toolset, taking the best from management consulting practices and selectively applying them, to rapidly improve business performance.

Workshop Take-Aways

Participants will get to learn about the **SPARK** approach for swift process improvement. The workshop will help clarify differences in improvement methodologies and their application.

Who Should Attend:

❑ Leaders and Managers who require solutions beyond the 'regular' fare
❑ Problem solvers who desire quick sustainable results
❑ Entrepreneurs who want to 'do it right the first time'

Workshop Facilitator

Dr Uwe H Kaufmann is the Managing Director of COE. He has extensive experience in implementing a variety of approaches to collect and analyse customer feed-back, to optimise and to re-design processes as well as to enable organisational redesign and change. Uwe can be reached at Uwe.Kaufmann@COE-Partners.com

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Registration

Fee: SGD 350 per participant. Discounts available for groups of 3 and more.
Please register at http://www.coe-partners.com/Surveys/CourseRegistration.html or email us.