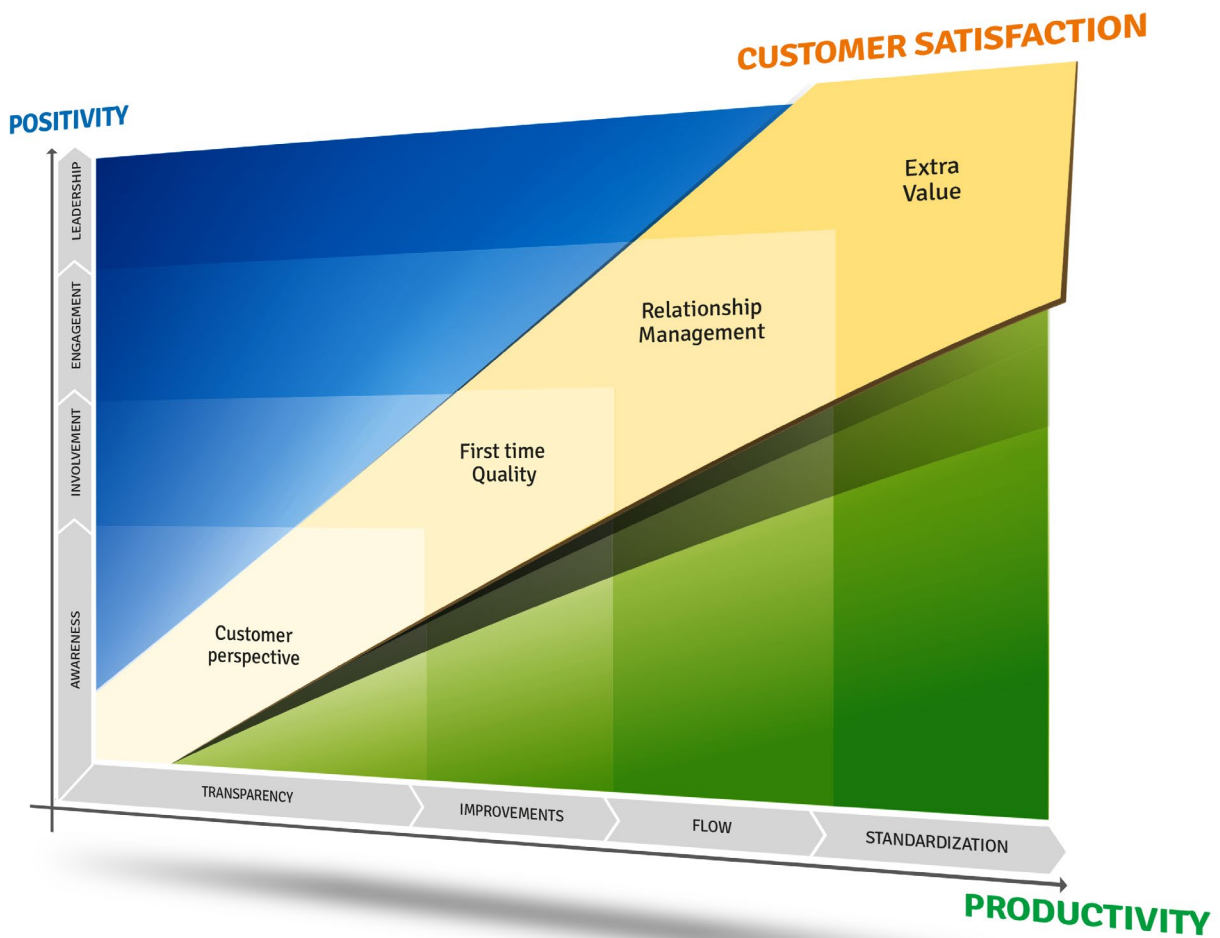




# BUILDING THE SUSTAINABLE COMPETITIVE ADVANTAGE IN SERVICE CENTER

## STRATEGIC WORKSHOP AND SIMULATION



## POSITIVE PRODUCTIVITY

# MANAGEMENT IN MODERN BUSINESS PROCESSES CENTRES

The workshop group may consist of at most 12 participants.

## Which optimisation strategy should be your choice?

- Evaluation of growth potential using the Optimisation Opportunity Gap Tool
- The choice between recruitment and optimisation
- Portfolio and process servicing - the most adequate solution
- Change management and employees motivation techniques
- Effective combinations of tools and approaches: Lean, Six Sigma, Performance Management and BPM
- The place of Positivity and Productivity in an effective strategy

## Why you should participate?

- You will gain a practical insight into optimising, analytical and managerial tools
- You will experience the Lean and Six Sigma benefits for your Service Centre
- You will identify new development possibilities and areas for employee engagement development and optimisation
- You will discover a new potential of your organization
- You will be inspired to create improvements plans and implementation strategies

### What will you experience?

#### YOU WILL LEARN HOW TO IDENTIFY AND ELIMINATE WASTE IN AN ORGANIZATION.

The level of productivity, timeliness and employees engagement are visualised in order to manage processes more effectively.

#### YOU WILL BE FAMILIARIZED WITH STANDARDIZATION AND WORKLOAD DISTRIBUTION TOOLS,

which systemically increase effectiveness of your organization.

#### YOU WILL UNDERSTAND THAT IMPROVEMENT IS A PROCESS,

where implementation of further tools increases profitability and key business indicators.

#### THE MEETING IS A SOURCE OF INSPIRATION

and allows you to get to know methods and potential paths of further business optimisation.



### Tools which you are going to discover:

### I SIMULATION ROUND

- Defining value added activities
- Waste identification
- Value Stream Mapping (VSM)
- Visualisation boards
- "Quick start" meetings

### II SIMULATION ROUND

- Pull work system
- Work levelling
- Standardization
- Portfolio and process management

### III SIMULATION ROUND

- A3 Report
- Competency matrix
- TWI method

## Opinions of participants:

*"The workshop exceeded my expectations in regards how objectives were addressed, high quality provided, clear and intuitive materials used, modern technology integrated and always correct interaction levels between the participants incorporated. The workshop gave me awareness of techniques we can use in day-to-day job to increase productivity by using some of the essential tools demonstrated during the workshop."*

**ANDREAS CIOSKA,**  
HEAD OF EUROPE FINANCIAL SHARED SERVICE CENTERS  
MOTOROLA SOLUTIONS

*"I really liked that we got to know a structured method of Lean, Six Sigma and BPM application through easy to implement actions. They simultaneously help managers and employees to develop and build a constant involvement in productivity improvement. Until now we had particular Lean elements but we lacked a complex approach. Presented methodology shows us how to achieve the goal of employees involvement in continuous improvements and positive organizational culture building."*

**IRENEUSZ TRUSZKOWSKI,**  
GENERAL MANAGER  
AT METSA GLOBAL FINANCIAL SHARED SERVICES

*"In my opinion the workshop organized by 4Results is a great option not only for those who are looking for methods of Lean appliance but also for those who are already advanced Lean practitioners. Participants who did not have experience in Lean will get to know tools and work methods whereas those who have a broad knowledge of Lean techniques will be inspired to continue actions that have been previously undertaken in their companies. Personally I took the most advantage from understanding the influence of Positivity culture building on our key indicators."*

**DARIUSZ BAZELI,**  
GENERAL MANAGER  
GEOBAN POLAND, PART OF SANTANDER GROUP

# STRATEGIC WORKSHOP AND SIMULATION

## How does it work?

You will become an employee of the Service Centre. Each stage of the simulation will equip you with tools and methods which increase effectivity and spur staff involvement. You will be responsible for their implementation and results monitoring. The stages of simulation are interlarded with inspirational and knowledge workshop modules. At the end you will be invited to present your results. The whole workshop is also enriched with case studies based on specific implementations.

## Additional information:

**Over 300** senior executives of leading companies from the industries of modern business services, banking, insurance and business support participated in the workshop.

**100%** of the participants after the workshop have specific strategic inspirations concerning the possibilities of effectiveness improvement and changes implementation within their organizations.

**90%** of participants are satisfied with the event and willing to recommend it to their team peers - according to NPS (Net Promoter Score) survey. Check on [www.4results.pl/warsztaty-opinie](http://www.4results.pl/warsztaty-opinie) if there is an opinion of someone you know.

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## The workshop is facilitated by:



**Krzysztof Pimpicki** – Partner in Services Team at 4Results. Graduate of Warsaw School of Economics. Coach. Certified consultant of Business Process Modelling & Design. Lean practitioner. He worked as a consultant in leading consulting companies and optimisation project manager in companies of modern business processes industry. His job focuses on implementation of complex and systemic solutions and building an environment of continuous improvements and operational effectiveness.

**4 RESULTS:** We are partners in increasing of operational effectiveness in service companies. We implement solutions which lead to fast and sustainable results. We engage and build leader's team of optimisation by imparting know-how and co-creating tailor made solutions. Our job is to accompany our clients during the changes implementation. We make a diagnosis, implementation plans, testing and implementing them as long as permanent results are at the company's fingertips.

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## Participation rules:

Special conditions for ABSL, ACCA and Pro Progressio.  
Special conditions for 2 participants from 1 company.

## Reservation:

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