Smooth Operations-

Implementing Process Improvements

Duration/ Timing: 1 day/ 9am to 5pm (including a 1-hour lunch break)

Format: In-person or Online

Min. Class Size: 18

Max. Class Size: 25

Price: $200/ pax

In the world of support, every second counts and every click matters. This course is designed specifically for Support Officers who want to move beyond "firefighting" and start building smarter, smoother ways to help customers and colleagues.

You will learn how to spot repetitive friction points, automate manual drudgery, and refine your daily rituals for peak performance. By the end of this program, you'll be equipped with useful tools to deliver faster, higher-quality support with significantly less stress.

Learning Objectives

Implementing Process Improvements

1. **Map the Workflow**: Visualize the support process and operational workflow using Value-Stream Mapping.

2. **Spot Friction Points**: Identify "hidden" time-wasters in your daily ticketing and communication flows using the DOWNTIME framework.

3. **Deal with the time-wasters**: Suggest and implement quick, practical improvement ideas that are easy to sustain (e.g. modifying and leveraging existing infra and equipment).

4. **Communicate and Convince**: Explain improvement ideas in a clear and confident way to gain support from bosses and colleagues.

Target Audience

Support Officers who carry out essential regular tasks that ensure operations and services are delivered efficiently and correctly.

GraspCo
Designing Growth that Lasts