



Continuous Improvement (CI) programmes have a reputation for delivering substantial improvements in efficiency and service delivery. However, the customer experience is not always at the centre of CI programmes because they are often inward looking. Now you can learn the secrets of how to implement a successful and sustainable CI programme that focuses on improving the customer experience and unlock the hidden benefits in your business by attending our new *Service excellence through continuous improvement* course. You will learn the key factors that ensure your CI programme is a success, is sustainable and delivers benefits that ensure customers become your greatest advocates.

## Syllabus

The important concepts and techniques that you will learn on this course are:

### The CI cycle

Learn the key elements of the CI cycle and how to manage them to build an effective and sustainable CI programme.

### Levels of CI

Understand the different levels of CI activity, what each level contains and what type of problem each level should be applied to.

### Maximising benefits

Develop a key technique for sharing benefits from one team across all similar areas to maximise return on activity and avoid having to re-solve the same problem many times.

### CI culture

Gain an appreciation of the mind set and approach that needs to be established for a CI programme to be effective.

### Establishing a CI programme

Essential pre-requisites and building blocks that must be put in place to establish a successful, sustainable CI programme.

### Key roles in a CI programme

An awareness of the roles and responsibilities that need to be assigned to govern, operate and drive forward a CI programme.

### Elements for sustainability

Learn the three key elements behind a sustainable CI programme and the factors that need to be in place to establish them.

## The Course

As with all of our courses, *Service excellence through Continuous Improvement* is designed to bring the subject to life and involves a high degree of participation and interaction to give candidates a clear understanding of how the concepts can be applied in practice. Visit the **oeo** training website for details of our current schedule or talk to us about tailored solutions to meet your specific needs.

Although offered as a standalone course, candidates attending *Service excellence through Continuous Improvement* can earn credits towards future accreditation through **oeo** in the LERC Lean Competency System level 2a.



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