

CORE MODULE – JULY 2019

Days	Duration	Modules
Day 1 11 July (Thu) 1330 to 1730hrs	4 Hours	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 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
		CU1-3: Internalising Productivity <ul style="list-style-type: none"> • Integrated Management of Productivity Activities • Establish and build productivity mindset in the organisation - Roadmap and Perform and Monitor
Day 2 12 July (Fri) 0900 to 1700hrs	7 Hours	CU1-4: The Consulting Framework <ul style="list-style-type: none"> • Consulting process model, framework and methodology • Introduction to TR43 Technical Reference for management consultant
		CU1-5: Ethics and Tools <ul style="list-style-type: none"> • Analysis Tools for Food Services PEST, SWOT → BSC → Strategy (Parato, Fishbone) • Analysis Tools for Retail Services - SKU, ABC
		CU1-6: Managing the Customer Experience <ul style="list-style-type: none"> • Benefits and challenges of designing and reacting to customers' interaction • Optimizing customer journey
Total Hours/ Modules	11 Hours	6 Modules
17 July (Wed)	2 Hours	Core Module Assessment [1430 to 1630hrs]

FOOD MODULE – JULY/AUGUST 2019

Date	Time	Modules
Day 1 23 July (Tue) 1330 to 1730hrs	4 Hours	FCU1-1: Introduction to the Food Productivity Landscape <ul style="list-style-type: none"> Value chain, market trends and 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
Day 2 26 July (Fri) 0900 to 1700hrs	7 Hours	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 Customer Journey Touchpoints (O2O)
Day 3 30 July (Tue) 1330 to 1730hrs	4 Hours	FCU1-5: Food Operations Assessment Framework <ul style="list-style-type: none"> QSC and PVA strategies and 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 - Food Waste
Day 4 1 August (Thu) 0900 to 1700hrs	7 Hours	FCU1-7: Process Productivity Management <ul style="list-style-type: none"> Value-added, 7 Wastes, 5S Kaizen Index for work improvement SOP
Day 5 6 August (Tue) 1330 to 1730hrs	4 Hours	FCU1-8: Technology in the Food Industry <ul style="list-style-type: none"> Digital transformation in food industry – Delivery platforms Job Redesign FCU1-9: Performance Measurement <ul style="list-style-type: none"> Productivity Indices Distribution Monitoring KPIs
Total Hours/Modules	26 Hours	9 Modules
16 August (Fri)	2 Hours	Food Module Assessment [1430 to 1630 hrs]
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.

RETAIL MODULE – JULY/AUGUST 2019

Date	Time	Modules
Day 1 22 July (Mon) 1330 to 1730hrs	4 Hours	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
Day 2 26 July (Fri) 0900 to 1700hrs	7 Hours	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 and business format
Day 3 29 July (Mon) 1300 to 1800hrs	5 Hours	RCU1-5: Process Productivity Management <ul style="list-style-type: none"> • TPS • JIT • Kaizen and Kanban
Day 4 2 August (Fri) 0900 to 1700hrs	7 Hours	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
Day 5 5 August (Mon) 1330 to 1730hrs	4 Hours	RCU1-7: The Specifics of Retail Productivity <ul style="list-style-type: none"> • Productivity improvement in retail operations • Cyber security • Digital marketing
Day 6 7 August (Wed) 0900 to 1700hrs	7 Hours	RCU1-8: Sustainable Productivity Planning <ul style="list-style-type: none"> • Productivity Indices Distribution • Creating KPIs • Job Redesign RCU1-9: Supply Chain and Logistics
Total Hours/Modules	34 Hours	9 Modules
13 August (Tue)	2 Hours	Retail Module Assessment [1430 to 1630 hrs]
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.