Performance Measurements, Continuous Improvement & Benchmarking

04 - 08 Dec 2016  Dubai
26 Feb - 02 Mar 2017  Dubai
10 - 14 Jul 2017  London
03 - 07 Dec 2017  Dubai

Why Choose this Training Course?

This course presents a high level appreciation of the features and benefits of three key Performance areas namely, Performance Measurement, Continuous Improvement and Benchmarking. Originally led by Japanese organizations, many International Companies are now leveling the field as performance measurement is seen as vital to quality process management and therefore Shareholder Value.

This course will feature:

- Understanding Performance Measurement
- How to instigate, prolong and measure Continuous Improvement
- How to find and decipher the good stuff
- The vital impact of people on process
- Running a Benchmarking Project

What are the Goals?

By the end of this course, participants will be able to:

- Explain the benefits of Performance Measurement, Continuous Improvement and Benchmarking
- Show how these activities play a part in helping their organization perform at a higher level
- Determine methods for generating and implementing effective performance metrics
- Use a process improvement methodology back at work
- Run a benchmarking project more effectively

How will this Training Course be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This includes tutor facilitation, direct input, delegate discussions, case studies, reviews, interactive exercises and video.

Course Schedule:

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>04 - 08 Dec 2016</td>
<td>Dubai</td>
</tr>
<tr>
<td>26 Feb - 02 Mar 2017</td>
<td>Dubai</td>
</tr>
<tr>
<td>10 - 14 Jul 2017</td>
<td>London</td>
</tr>
<tr>
<td>03 - 07 Dec 2017</td>
<td>Dubai</td>
</tr>
</tbody>
</table>

Who is this Training Course for?

This course is applicable to any person actively involved or contemplating performance measurement, improvement and/or benchmarking activities.

This course is suitable to a wide range of professionals but will greatly benefit:

- Engineers
- Accountants
- Operation Managers/Process Managers
- HSE Leaders
- Middle Managers and Team Leaders involved in process improvement
THE COURSE CONTENT

Performance Measurement: The Starting Point for Improvement
- The Need for Measurement
- Data Use and Abuse: Using Data Constructively
- Methods of Selecting Performance Measures
- Developing a Framework for Measurement
- Understanding Variation: The key to understanding performance
- What histograms, run charts and control charts tell us about performance

Continuous Improvement
- Understanding Variation: The Range and Standard Deviation
- Taking Appropriate Action against a Process
- An Introduction to Control Charts
- How to Improve a Process
- The Power of Teamwork
- Problem and Mission Statements

The Tools of Continuous Improvement
- Understanding and Analyzing a Process
- Identifying causes of problems, and potential solutions
- Demonstrating the link between a cause and its effect
- Understanding the Process
- Investigating Relationships between Variables

An Introduction to Benchmarking
- What is benchmarking?
- History of benchmarking
- Different Methods of benchmarking and how they relate to each other
- How to identify potential benchmarking projects
- An overview of the benchmarking process
- Selecting your first project

Running a Successful Benchmarking Project
- Scoping and planning benchmarking study
- Identifying and selecting benchmarking Metrics & Partners
- Participant meetings: Planning and running effective meetings to attain the aims of the study
- Benchmarking project management
- Management support activities
- Legal issues
Complete & send by fax/mail to address given below. Please use BLOCK CAPITALS.

<table>
<thead>
<tr>
<th>Date</th>
<th>Venue</th>
<th>Fees (USD)</th>
<th>Book your seat</th>
</tr>
</thead>
<tbody>
<tr>
<td>04 - 08 Dec 2016</td>
<td>Dubai</td>
<td>$4,950</td>
<td>Register Now</td>
</tr>
<tr>
<td>26 Feb - 02 Mar 2017</td>
<td>Dubai</td>
<td>$4,950</td>
<td>Register Now</td>
</tr>
<tr>
<td>10 - 14 Jul 2017</td>
<td>London</td>
<td>$4,950</td>
<td>Register Now</td>
</tr>
<tr>
<td>03 - 07 Dec 2017</td>
<td>Dubai</td>
<td>$4,950</td>
<td>Register Now</td>
</tr>
</tbody>
</table>

This fee is inclusive of Documentation, Lunch and Refreshments.

REGISTRATION DETAILS

Family Name: ...................................................................................
First Name (Mr./Ms.): ...................................................................................
Position: ...................................................................................
Company: ...................................................................................
Mailing Address: ...................................................................................
...................................................................................
Telephone...................................................................................
Mobile ...................................................................................
Fax ...................................................................................
Email ...................................................................................

AUTHORISATION

Authorised by: ...................................................................................
Position: ...................................................................................
Telephone...................................................................................
Fax ...................................................................................
Email ...................................................................................
Postal Address: ...................................................................................
...................................................................................

MODE OF PAYMENT

☐ Please invoice my company
☐ Please invoice me
☐ Please find enclosed a cheque payable to AZTECH

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue.

Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

4 WAYS TO REGISTER

Toll Free: 800-AZTECH
Tel: +971 4 427 5400
Fax: +971 4 427 5401
Email: info@aztech.ae
Website: aztech.org.uk

DOWNLOAD TRAINING PLAN 2017

Scan this code with your smart phone to download Training Plan 2017

Our training portfolio will provide you a number seminars and courses to choose from depending on your organisational goals and personal development objectives.

CERTIFICATION

AZTech Certificate of Completion for delegates who attend and complete the course.