

PROGRAMME OUTLINE

1. Systems Approach to Operations Excellence
2. Service Performance Excellence
3. Productivity & Service Quality
4. Major Frameworks & Concepts
5. Quality Assurance Techniques
6. Useful Methodologies

PROGRAMME SCHEDULE

Day 1 – 04 June 2018 (Monday) – Course Day	
8.30am – 9.00am	Breakfast outside Classroom
9.00am – 9.10am	OPENING ADDRESS and WELCOME
9.10am – 10.30am	OVERVIEW OF QUALITY & OPERATIONS EXCELLENCE
10.30am – 10.50am	Tea Break
10.50am – 12.30pm	OVERVIEW OF QUALITY & OPERATIONS EXCELLENCE (Con't)
12.30pm – 1.30pm	Lunch
1.30pm – 3.30pm	SYSTEMS APPROACH TO PERFORMANCE EXCELLENCE
3.30pm – 3.50pm	Tea Break
3.50pm – 5.00pm	SERVICE PERFORMANCE EXCELLENCE (Con't)
Free Time	
Day 2 – 05 June 2018 (Tuesday) – Course Day	
8.30am – 9.00am	Breakfast outside Classroom
9.00am – 10.30am	PRODUCTIVITY & SERVICE QUALITY
10.30am – 10.50am	Tea Break
10.50am – 12.30pm	PRODUCTIVITY & SERVICE QUALITY (Con't)
12.30pm – 1.30pm	Photo Taking and Lunch
1.30pm – 3.30pm	MAJOR FRAMEWORKS & CONCEPTS
3.30pm – 3.50pm	Tea Break
3.50pm – 5.00pm	MAJOR FRAMEWORKS & CONCEPTS (Con't)
Free Time	
Day 3 – 06 June 2018 (Wednesday) – Course Day	
8.30am – 9.00am	Breakfast outside Classroom
9.00am – 10.30am	QUALITY ASSURANCE TECHNIQUES
10.30am – 10.50am	Tea Break
10.50am – 12.30pm	QUALITY ASSURANCE TECHNIQUES (Con't)
12.30pm – 1.30pm	Lunch
1.30pm – 3.30pm	USEFUL METHODOLOGIES
3.30pm – 3.50pm	Tea Break
3.50pm – 5.00pm	USEFUL METHODOLOGIES (Con't)
Free Time	

Day 4 – 07 June 2018 (Thursday) – Industry Visit + Social Visit	
9.00am – 9.30am	Group to gather and pick up (Stephen Riady Centre, UTown)
9.30am – 9.45am	Travel
9.45am – 11.30am	Industry Visit – National University Hospital “ The Practice of Lean Six Sigma in Health Care” Address: 5 Lower Kent Ridge Rd, Singapore 119074 Morning Tea Break Provided
11.30am – 1.30pm	Lunch prepared by NUHS
1.30pm – 2.30pm	Travel
2.30pm – 4.30pm	Sun Yat Sen Nanyang Memorial Hall
4.30pm – 5.00pm	Return to NUS
Free Time	
Day 5 – 08 June 2018 (Friday) – Industry Visit + Social Visit	
9.00am – 9.30am	Group to gather and pick up (Stephen Riady Centre, UTown)
9.30am – 10.00am	Travel
10.00am – 12.30pm	Garden By The Bay
12.30 pm – 1.00pm	Travel – Proceed for Lunch
1.00pm – 3.00pm	Lunch
3.00pm – 3.30pm	Travel - DHL AP Innovation Center or Tiger Brewery Tour
4.00pm – 5.00pm	Industry Visit – Option 1 - DHL AP Innovation Center (Tentatively, waiting for reply) Address: DHL Supply Chain Advanced Regional Centre Asia Pacific Innovation Center (APIC) No. 1 Greenwich Drive Singapore 533865 Option 2- Tiger Brewery Tour (Tentatively) Address: 459 Jalan Ahmad Ibrahim, 639934
5.00pm – 5.30pm	Travel – Proceed for Dinner
6.00pm to 9.00pm	Dinner – The Scholar Chinese Restaurant and Presentation of Certificates
9.00pm	Return to NUS. End of Programme