



BSI Training Academy

Performance Improvement training courses

bsi.

...making excellence a habit.™

How do you improve the performance of your business?

As the creator of many of the world's most popular standards, BSI has expertise in management systems that help organizations to improve any number of aspects from quality, information security, environmental impact and many others.

But it doesn't stop there.

To ensure the continued success of not just your management system but your organization, you should always be looking for opportunities for improvement. Whether that's improving efficiency levels, reducing costs or using fewer resources, a business that always strives to do better is one that's more likely to succeed.

By exploring this theme with our clients, we've found that searching for opportunities for continual improvement is a skill that can sometimes be lacking. To solve this, we've developed a range of training courses that will help you to embed improvement within your organization's culture.



Embedding a culture of improvement

Operating an organization to run successfully and adapt quickly to change is a constant challenge. Being agile in an increasingly competitive market can enable an organization to cope with economic conditions and market forces.

What does improvement mean to your organization?

The drive to improve is what our many years of experience tells us is the characteristic of a successful organization.

- Improving processes can help to increase efficiency, reduce costs and ensure the effectiveness of your activities
- Managing performance can give you better control by monitoring key indicators
- Improvements in your operational processes can reduce nonconformities and risks including accidents, environmental incidents or security breaches
- Increasing efficiency can positively impact effectiveness, compliance, resilience, social responsibility and profitability

Developing the skills of your people is key to achieving improvement throughout your organization. Whether you're looking at environmental factors, health and safety, productivity or embedding cultural changes, having a workforce with the right skills is a critical enabler.

ISO Clauses on Improvement

“The organization shall continually improve the suitability, adequacy, and effectiveness of the management system.

The organization must consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that must be addressed as part of improvement.”

Where do you begin?

Embedding a culture of improvement is not an out-of-the-box solution. As you strive to make your organization perform better, your people will start to look beyond 'business-as-usual' and make better plans for success.

Maybe you're on that journey already and BSI can help you to get to the next level, or perhaps you'd like us to help you to identify your training needs to get you started.

The BSI Training Academy delivers the highest quality training courses through a network of tutors who are experts in their field. Not just experts in the standards we teach, but delivering impactful training, with industry experience that means they speak your language and know your challenges.

“The continual improvements we're making are feeding through into significant savings in time and money.”

Training delegate, UK



Why train with BSI?

BSI is your business improvement partner. We have shaped best practice for over 100 years, helping organizations around the world embed excellence, build competence and capability for sustainable growth.

Through our expertise we transfer knowledge through ongoing training, information and performance tools; we help clients comply with regulations; assess client's processes, procedures and products; and advise clients on how best to respond to challenges. By training with BSI, you'll benefit from our expertise across a wide range of businesses.



To date, we are proud of:

Hard savings
**>USD500
million**

We have helped our clients to achieve an accumulated annual savings of more than USD 500 million, and counting through our courses.

>2000
Trained
Candidates

We have trained more than 2,000 candidates through our certified programmes.

Hands-on
Practitioners

Our teams have a wealth of hands-on experience from a range of industries.

BSI, your training partner



We can work with you to identify your training needs so that you can select the right courses for your organization, delivered to the right people in the most appropriate format.

“BSI tutors are experts in their subject matter, the tutor unpacked the content and context of the course in a very user friendly and understandable way.”

Training delegate, South Africa

How we deliver your training is your choice



1. You can opt for courses at one of our many venues, along with delegates from other businesses. As well as the value of the course itself, delegates benefit from networking with peers, sharing ideas and working collaboratively in workshops. Classes are small so you benefit from time with our expert tutors



2. If you'd like to train several people on a specific topic in a single location, we can run the same high-quality course at your premises



3. Or if you'd like training without the need to travel, you can opt to learn in a virtual classroom. You still get the same expert tutor, live in an online space, either with delegates from other businesses or in a virtual classroom reserved entirely for your organization

Our flexible study options mean that we can deliver the right course for you, regardless of location.

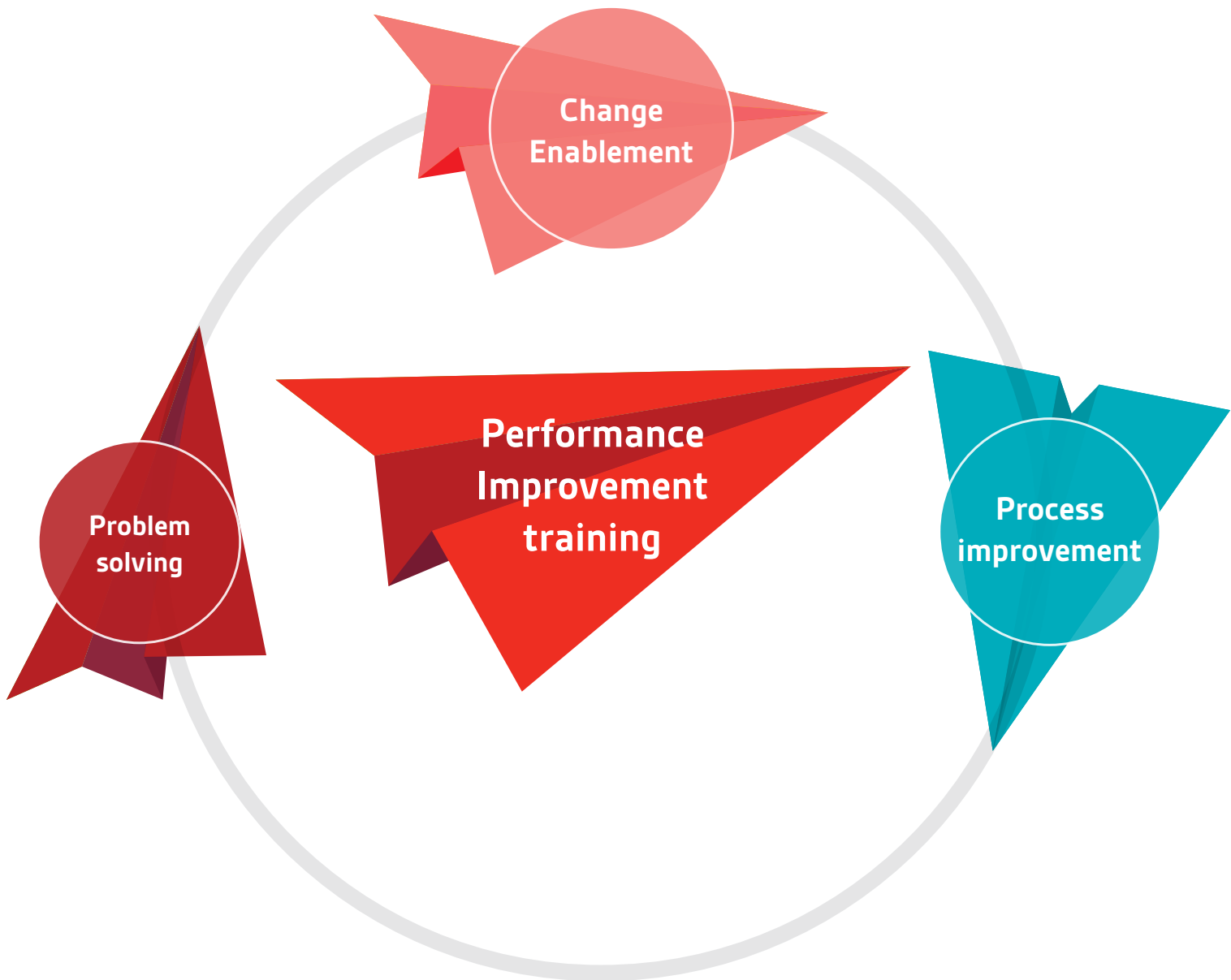
“The tutor was very knowledgeable, practical and helpful. She made a difference to the team's understanding of the training content.”

Training delegate, UK

Performance Improvement training courses

We've worked with clients the world over who've shared their issues – whether that's getting to the root cause of an issue or embedding process improvements. We've developed a range of training courses using this insight, and best-in-class industry tools.

The result is a portfolio of training courses to help you grow your organization by providing specific knowledge on how to develop your strengths, as an individual, as a team, and as an organization.



Performance Improvement training courses

Our popular training courses include:

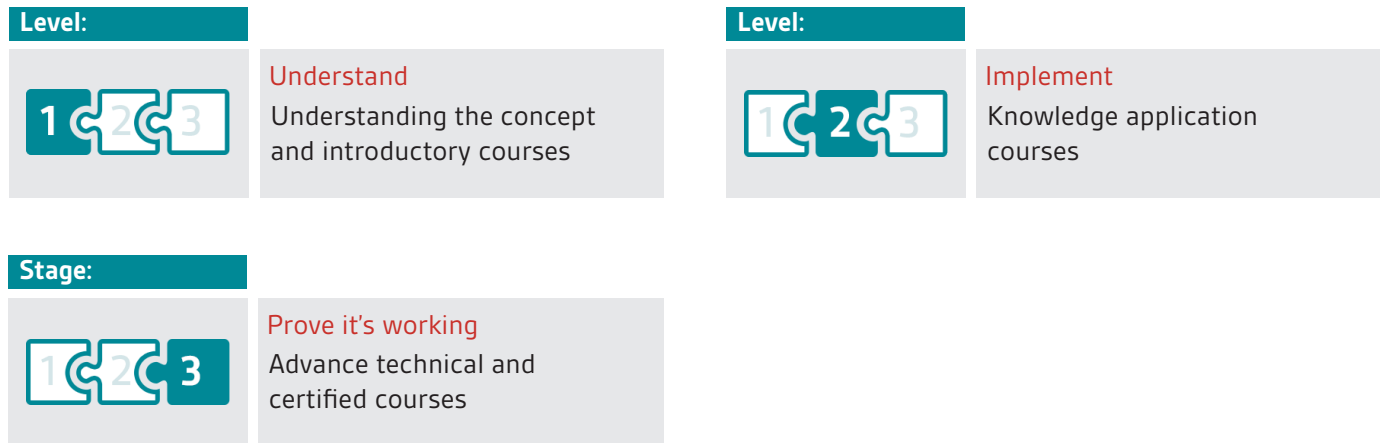
| | |
|---------------------|---|
| Process Improvement | Understanding Lean and Six Sigma (White Belt) |
| | Certified Lean, Six Sigma, Lean Six Sigma & Upgrading programs |
| | Business Excellence Through Lean Transformation |
| | Enhancing Process Efficiencies with Value Stream Management |
| | Total Productive Maintenance (TPM) : Key to Production Effectiveness |
| | 5S programs |
| | Practical Design of Experiment (DOE) |
| | Process Mapping Toolbox Towards Excellence |
| | Manufacturing Core Tools Training FMEA, MSA and SPC |
| Problem Solving | 8-Disciplines Team-Oriented Problem Solving Technique |
| | Effective Root Cause Analysis |
| Change Enablement | Lean, Six Sigma & Lean Six Sigma Senior Leadership, Sponsor and Champion programs |



Your training journey with BSI

Our range of courses is designed to equip your human capital in knowledge, skills and competency whilst supporting the organisational objectives in creating efficiencies, driving productivity and reducing costs. The courses are crafted and designed based on accelerated learning approach to equip individuals with the essential skills to match the market needs.

To enable your teams to find the right level of training, we have built a pathway which starts at level 1 for introductory courses and includes courses up to level 3.



Process Improvement course packages to support your learning journey

Understanding Lean and Six Sigma

If you want to learn how the adoption of Lean and Six Sigma based continual improvement techniques can help an organization streamline activities, reduce waste and develop processes that consistently achieve or exceed customer targets and expectations, this is the right course for you.



Certified Lean, Six Sigma, Lean Six Sigma & upgrading programs

These courses have been adopted by many organisations to realize the vision of operational excellence and gain an additional competitive edge. Popular courses like Green Belt and Black Belt are extremely vital as the tools learnt there would provide utmost importance in helping to improve work processes.



Process Improvement course packages to support your transformation journey

Total Productive Maintenance (TPM): Key to Production Effectiveness

This one day training course will provide you with a good overview of the concepts and practical approaches for implementing an effective TPM program. It provides an introduction to the eight pillars of TPM and the TPM implementation roadmap. You will also learn how to identify production losses due to low Overall Equipment Effectiveness (OEE) and establish appropriate action plans.



5S Programs

These training courses will introduce you to 5S - a proven methodology for organizing, cleaning, developing, and sustaining a productive and functional work environment, which focuses on improving quality, safety, morale, productivity and efficiency. The final outcome of 5S implementation is the marked improvement to an organization's profitability.



Practical Design of Experiment (DOE)

Design of Experiment (DOE) is proven powerful improvement tool. It is a strategic, enabling methodology to improve process yields and product quality. At the same time, it reduces product development time and overall costs by changing one or more process characteristics, after studying their effects on the product.



Process Mapping Toolbox Towards Excellence

Effective and efficient processes are one of the most important factors in business today. For any successful organization to sustain their business results in an ever-changing, customer focused and quality driven business environment, process mapping is a pre-requisite for day-to-day operations as well as for business improvement.



Manufacturing Core Tools Training I FMEA , MSA and SPC

This course grants you the ability to understand and master these core tools which may seem difficult to many. This course is especially designed for all auditors (first and second party), executive and quality professionals who need to be equipped with a thorough understanding of the core tools for an effective implementation of auditing.



Problem Solving course packages to support your learning journey

8-Disciplines Team-Oriented Problem Solving Technique

This course provides a systematic and effective approach to solve a problem, and promotes the use of expertise and experience within an organization to address the root cause. The eight disciplines within 8D can be easily applied by all levels within any organization, and at the same time, provide a documented database of improvements.



Effective Root Cause Analysis

Root Cause Analysis (RCA) is one of the most common actions required at every organization to solve day-to-day operational problems. Yet, many organizations are still trying to master RCA to deliver the outcome effectively. This training course uses a practical approach to systematically state the problem, understand the situation, root up the cause, fix the cause and make sure the problem remains fixed.



Change Enablement course packages to support your change management journey

Lean, Six Sigma & Lean Six Sigma Senior Leadership, Sponsor and Champion programs

These training courses are designed to develop leaders for the effective implementation of the Lean, Six Sigma, or Lean Six Sigma programmes in their organisation. These will help you to achieve breakthrough improvement in your business performance."



Our other Performance Improvement services

Our concerted effort in Capacity Building Program (CBP) below can help your organisation in delivering quicker breakthrough improvement results:

In-house Lean & Six Sigma program deployment

Project coaching and mentoring

Project review / TollGate

Joint training certification or third party accreditation

Lean Six Sigma maturity gap assessment

Interim hire of BSI Tutor / Speaker / Judge



To find out more about how BSI can help you to embed the continual drive for excellence in your business, speak to one of our sales advisers today.

Training delivered the way you want it



Training is rarely a one-off need and BSI can help you along every step of the journey.

From everyday training needs to ongoing skills development and support, we provide business-wide training programmes. Depending on your requirements, we can deliver training in a number of ways:



Choose a date and venue near you with one of our public training courses

We hold our training courses at venues all over the world.

If you have training requirements across various sites, we'll be happy to discuss a delivery programme to suit your business



On-site training at your premises

If you have a group of people to train and a single location is practical, we can deliver training at your premises.

This is especially relevant if you're exploring sensitive topics like information security.

We can also work in partnership with you to design an enterprise-wide training solution for your whole organization.



Online training for complete flexibility

BSI Connected Learning Live is a real-time, online way of training that delivers our world class learning programmes to you through an engaging and interactive experience, regardless of your location.

You can either opt to take a public version of a course, along with delegates from other businesses, or you could choose to book an in-house course for your organization within your own virtual classroom – ideal if you have multiple offices or locations.





Training globally

Please note that not all BSI training courses are available in all countries in which we operate, or in all formats. However, with access to our virtual training platform, Connected Learning Live, we'll do our best to support you, regardless of your location. Talk to us about your training requirements and we'll help you develop a plan to suit your individual business needs. Please speak to our expert training advisors.

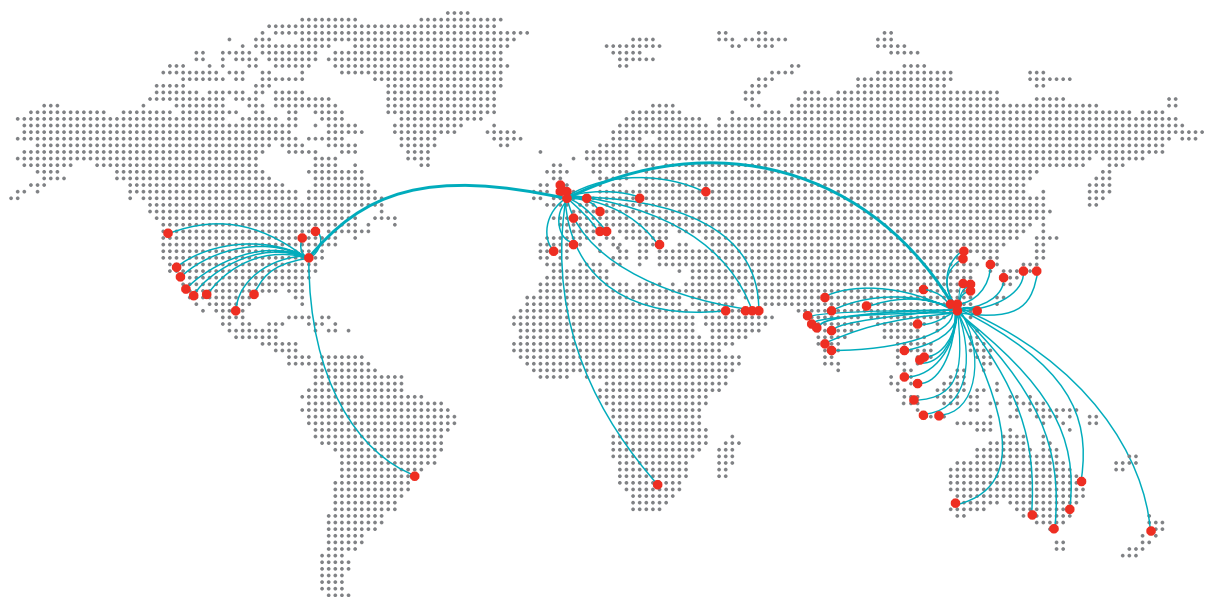


Prerequisites

Some of our courses have specific prerequisites.

To make sure that you and the other delegates on your course get the best value from your tutor, please ensure that you meet the entry criteria.

Please speak to one of our advisors if you're unsure.



Find out more
Call: +65 6270 0777
Email: training.sg@bsigroup.com
or visit: bsigroup.sg



BSI – your partner of choice

BSI believes the world deserves safe, healthy, sustainable and socially responsible working environments. With our expertise and broad standards portfolio, BSI is well positioned to continue developing good practice standards and guidelines for tomorrow's issues.

Working in 193 countries, we pride ourselves on the expertise, integrity and professionalism of our people. We help clients “make excellence a habit” and aspire to be the business partner of choice. We deliver a diverse portfolio of standards, training, certification, advisory and supply chain solutions to improve performance, manage quality and risk, protect brands and create a foundation for Organizational Resilience.

We look forward to working in partnership with you.

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