



KPMG ACADEMY
JANUARY - JUNE 2010

Grasp knowledge into your hands





The seminar focuses on the evolution and implementation of lean concepts across business processes and industries specifically for the Hospitality sector: all private Service Establishments and public organizations.

Lean Thinking for the Hospitality Sector

This seminar may contribute to Continuing Professional Development requirements.

Course Objectives

By the end of the seminar participants will:

- ▶ Understand in depth the Lean Thinking philosophy, performance goals and critical success factors
- ▶ Develop a strategy and a medium-term implementation plan to incorporate lean principles into your core and support processes
- ▶ Learn how to maximize value to your customers in inexpensive ways, while reducing waste inherent in your core processes
- ▶ Gain an in-depth insight into how lean ideas have evolved and are continuing to evolve into a fascinating, future scenario

Methodology

The teaching methodology of this course combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

Participants*

High and mid-level Managers from private enterprises and public organizations operating in the hospitality sector (hotels, tourist services, tourist accommodation establishments, car hire companies, tour operators, and the like).

***The number of participants is restricted to 25.**

Course Content

● Lean Thinking background

- ▶ The key to World-Class Performance: Lean Thinking. What does Lean Thinking mean?
- ▶ The pre-requisites for World-Class Performance

● Organizational Strategies

- ▶ The 4 Organizational Models in industrial history: to which Model does your enterprise belong?
- ▶ Why many private enterprises and public /semi-public organizations don't "perform"?

● Lean Thinking: the origins

- ▶ The origins of Lean Thinking
- ▶ Today's relationship between value, productivity, and quality
- ▶ The role of "Lean" disciplines in obtaining higher levels of performance

● Lean Thinking: core concepts, targets, tools

- ▶ The 5 Core Concepts of Lean Thinking: Value-Value Stream-Flow-Pull-Excellence
- ▶ Lean Thinking preliminary targets
- ▶ The resistance and opposition thinking to the Lean transition

● Lean Thinking deployment in the hospitality sector

- ▶ Lean Thinking and Flow Processing in the Hospitality Industry. Workshop and case studies

- ▶ Lean Thinking, Quality, Equipment and Technology
- **Lean Customer Care and Lean Marketing**
 - ▶ Lean Thinking principles in New Services Development and in Customer Relationship
 - ▶ Lean Thinking and the Marketing/Sales process. The motto: "think like a customer"
- **Excellence in the Hospitality Sector**
 - ▶ Lean Thinking and Excellence. The approach to continuous performance improvement Lean-style: Lean Kaizen
 - ▶ The nitty-gritty of inadequate, non-lean team-work: interactive workshop
- **Lean Thinking, people and the future**
 - ▶ Lean Thinking and People
 - ▶ The future scenario. How will world-class enterprises be in 10 years' time?

Program Details

Date: 15-16/4/2010

Location: KPMG Offices, Nicosia

Time: 9:00 a.m.-5:30 p.m.

Investment: €500 + VAT
Net investment after subsidy from HRDA of €266: €309 (including VAT)

Language: English

Director: C.Scodanibbio

The programme has been approved by the HRDA. Enterprises participating with their employees who satisfy HRDA's criteria, are entitled to subsidy.



Registration Form

KPMG Academy: January – June 2010

Seminar Details:

Seminar Title: _____
Seminar Date(s): _____

Delegate (s) Details:

Full Name: _____
Job Title: _____
Telephone: _____ Mobile: _____
Fax: _____
Email: _____

Full Name: _____
Job Title: _____
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Full Name: _____
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Telephone: _____ Mobile: _____
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Email: _____

Full Name: _____
Job Title: _____
Telephone: _____ Mobile: _____
Fax: _____
Email: _____

Company Details:

Name: _____
Address: _____
Postcode: _____
Town: _____
Telephone: _____ Fax: _____
Email: _____

Authorization of Booking:

Signature: _____
Date of Booking: ////

Payment Details:

Number of Participants: _____
Cost per Participant*: € _____
Total Cost: € _____
VAT 15%: € _____
HRDA subsidy: € _____
Total amount payable € _____

*10% Discount for more than two participants from the same company

I enclose a cheque payable to KPMG Limited

I wish to pay by:

VISA Mastercard Diners Card American Express

Name as it appears on Credit Card:

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American Express - 4 digits in front of card

Expiry Date: // Valid From: //

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KPMG reserves the right to change the dates or times of a seminar or cancel a seminar due to low enrollment or any other

reason which makes the conduct of a seminar impractical.

You are deemed to have read and understood these terms and conditions before signing this registration form.

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