

**COURSE OVERVIEW TM0106**  
**Enhancing Productivity & Performance**

**Course Title**

Enhancing Productivity & Performance

**Course Date/Venue**

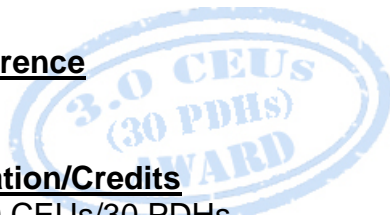
September 23-27, 2024/Fujairah Meeting Room,  
 Grand Millennium Al Wahda Hotel, Abu Dhabi,  
 UAE

**Course Reference**

TM0106

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



**Course Description**



***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***



This course is designed to provide participants with a detailed and up-to-date overview of improving productivity through quality enhancement and cost reduction. It covers the concept and types of productivity; the total factor of productivity; measuring productivity; the levels at which productivity is measured; the external and internal factors and techniques of productivity improvement; the pareto method, ishikawa fish-bone diagram, six sigma and lean principles; and the non-value-added analysis, the 'focus' method and improving productivity through quality.



During this interactive course, participants will learn the quality assurance, quality control, total quality management and quality responsibilities; the change management and continuous improvement; setting-up cost reduction program; the cost reduction opportunities, streamlining the organization and the ESSA method; the smart practices for increasing productivity, cost savings opportunities and barriers to a cost cutting program; and the performance management, KPI, balanced scorecards and benchmarking.

### Course Objectives

Upon the successful completion of this course, each participant will:-

- Apply and gain an in-depth knowledge on improving productivity through quality enhancement and cost reduction
- Discuss the concept of productivity and identify the types and total factor of productivity
- Carryout productivity and profitability
- Measure productivity and identify the levels at which productivity is measured
- Employ external and internal factors and techniques of productivity improvement as well as pareto method, ishikawa fish-bone diagram, six sigma and lean principles
- Apply non-value added analysis, the 'focus' method and improving productivity through quality
- Recognize quality assurance, quality control, total quality management, quality responsibilities and management
- Illustrate change management, continuous improvement and improving productivity through cost reduction
- Set-up cost reduction program, apply cost reduction opportunities and streamline organization and the ESSA method
- Implement smart practices for increasing productivity, cost savings opportunities and barriers to a cost cutting program
- Carryout performance management, KPI, balanced scorecards and benchmarking

### Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

### Who Should Attend

This course provides an overview of all significant aspects and considerations of improving productivity through quality enhancement and cost reduction for managers, supervisors and those who are responsible for, or indirectly involved in, a cost or profit center or a quality improvement function.

### Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos


In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:-

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.



### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP** is a **Senior Management Consultant** with over **40 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Leadership Skills, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management, Financial Administration, Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management and Project Communications Management. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master degree in Human Resource Management**, a **Bachelor degree (with Honours) in Industrial Psychology**, a **National Higher Diploma** and a **National Technical Diploma**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Scrum Master Trainer** by the VMedu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA) and a **Registered Educator** by the South African Council for Educators (SACE). He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

**Course Fee**

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1 Monday 23<sup>rd</sup> of September 2024**

0730 – 0800	<i>Registration &amp; Coffee</i>
0800 – 0815	<i>Welcome &amp; Introduction</i>
0815 – 0830	<b>PRE-TEST</b>
0830 – 0900	<i>Productivity the Concept</i>
0900 – 0930	<i>Types of Productivity</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Total Factor Productivity</i>
1100 – 1200	<i>Productivity &amp; Production</i>
1200 – 1230	<i>Productivity &amp; Profitability</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>The Objectives of Measuring Productivity</i>
1330 – 1420	<i>Levels at Which Productivity is Measured</i>
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day One</i>

**Day 2 Tuesday 24<sup>th</sup> of September 2024**

0730 – 0830	<i>Productivity Improvement-External &amp; Internal Factors &amp; Techniques</i>
0830 – 0930	<i>Pareto Method</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Ishikawa Fish-Bone Diagram</i>
1030 – 1100	<i>Six Sigma</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Lean Principles</i>
1330 – 1420	<i>Non Value Added Analysis</i>
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>

**Day 3 Wednesday 25<sup>th</sup> of September 2024**

0730 – 0830	<i>The 'Focus' Method</i>
0830 – 0930	<i>Improving Productivity Through Quality</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Quality Assurance</i>
1030 – 1100	<i>Quality Control</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Total Quality Management</i>
1330 – 1420	<i>Quality Responsibilities &amp; Management</i>
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 4 Thursday 26<sup>th</sup> of September 2024**

0730 – 0830	<i>Change Management</i>
0830 – 0930	<i>Continuous Improvement</i>
0930 – 0945	<i>Break</i>
0945 – 1030	<i>Improving Productivity Through Cost Reduction</i>
1030 – 1100	<i>Setting Up a Cost Reduction Program</i>
1230 – 1245	<i>Break</i>
1245 – 1330	<i>Cost Reduction Opportunities</i>
1330 – 1420	<i>Streamlining the Organization &amp; the ESSA Method</i>
1420 – 1430	<i>Recap</i>
1430	<i>Lunch &amp; End of Day Four</i>

**Day 5 Friday 27<sup>th</sup> of September 2024**

0730 – 0830	<i>SMART Practices for Increasing Productivity</i>
0830 – 0930	<i>Cost Savings Opportunities</i>
0930 – 0945	<i>Break</i>
0945 – 1130	<i>Barriers to a Cost Cutting Program</i>
1130 – 1230	<i>Performance Management</i>
1230 – 1245	<i>Break</i>
1245 – 1315	<i>KPI &amp; Balanced Scorecards</i>
1315 – 1345	<i>Benchmarking</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	<i>POST- TEST</i>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

**Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



**Course Coordinator**

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