



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS

ADVANCED KAIZEN EVENT IN SERVICE OPERATIONS

IMPROVE FLOW OF VALUE STREAM IN THE COMPANY



15 - 17 JULY 2024
08.00-16.30 WIB

E-Channel and Settlement Services
PT BANK CENTRAL ASIA, TBK
WISMA BCA FORESTA, BSD

**REGISTER 3 SEATS TO GET
10% DISCOUNT!**

Did you know that the implementation of Kaizen helps companies improve their culture and employee enthusiasm to make changes in the organization in a short time?

We invite you to see the direct application of Kaizen in the workplace. Not only that, we will also introduce Value Stream as the next level of Kaizen implementation!

Be prepared to learn how to arrange Kaizen activities systematically and practically, directly from E-Channel and Settlement Services, PT. Bank Central Asia, Tbk

**PQM CONSULTANTS HAVE ORGANIZED
KAIZEN EVENT IN SERVICE OPERATIONS
SINCE 2018**

LIMITED SEATS, REGISTER NOW!

PARTICIPANTS

Director/Management team as well as all personnel/ staff responsible for running Continuous Improvement activities in the company.



@PQM CONSULTANTS

EVENT HIGHLIGHT



**INTRODUCTION OF KAIZEN
AND VALUE STREAM**



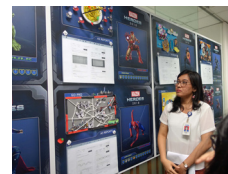
OFFICE TOUR



**DIRECT OBSERVATION
IN THE WORKPLACE**



**MAKING A
MINI COMPANY**



**KAIZEN TECHNIQUE
AND TOOLS**



KAIZEN RESULTS ANALYSIS



**KAIZEN
IMPLEMENTATION**



**KAIZEN RESULTS
STANDARDIZATION**



**SHARING KNOWLEDGE
AMONG COMPANIES**

TRAINING FEE

Rp 10.000.000,- (Before Tax 11%)

The fee includes training modules, certificate (75% Attendance), souvenir, lunch & coffee break.

INFORMATION

Email : events@pqm.co.id
Phone : (021) 4251887
WhatsApp : 0811 1526 646

REGISTRATION



[https://bit.ly/
AdvancedKaizenEvent](https://bit.ly/AdvancedKaizenEvent)

EVENT AGENDA



ADVANCED KAIZEN EVENT IN SERVICE OPERATIONS

IMPROVE FLOW OF VALUE STREAM IN THE OFFICE

DAY 1

08.30-12.00

Kick-Off

Code of Conduct

BCA Company Profile

OFFICE TOUR

Lean Kaizen Intro and Methodology

13.00-16.30

Current State Map - VSM

- Mapping Selected Product Value Stream
- Genba Observation
- Complete the data-box of Current State Map
- Summary of baseline data
- Analyze the Current State
- Presentation by each Team

DAY 2

08.30-16.30

Future State Map - VSM

- Creating Flow
- Designing a Lean Flow
- Simulate and/or Execute Kaizen Event Plan
- Collect Data (Before vs After)
- A3 Report of Kaizen Event
- Summary of Kaizen Event (Before vs After Kaizen)
- Update the Future State Map
- Presentation by each Team

DAY 3

08.30-16.30

Future State Map - VSM

- Final Simulation and/or Execution of Kaizen Event Plan

Kaizen Event Report

- Collect Data (Before vs After)
- Finalize Report of Kaizen Event

Presentation to Top Management

Sharing session from selected Mini Company

Closing Ceremony

COOPERATION BETWEEN



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BCA