



PRODUCTIVITY &
QUALITY MANAGEMENT
CONSULTANTS



ADVANCED KAIZEN EVENT IN SERVICE OPERATIONS

15 - 17 OCTOBER 2024

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

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

**Practicing Kaizen in
the Real Workplace**

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



EVENT HIGHLIGHT

- **Office Tour:**
Understand the Business Process in E-Channel and Settlement Services
- **Hands-On Workshop:**
Practical Kaizen Event Implementation by using LEAN Approaches
- **Presentation and Award:**
Kaizen Results presentation to Top Management and Appreciations



PARTICIPANTS

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



EVENT AGENDA

DAY 1

08.30 - 12.00

Kick Off
Code of Conduct
BCA Company Profile
Office Tour: Understand the Current Business Process in E-Channel and Settlement at PT. Bank Central Asia, Tbk.

13.00 - 16.30

Lean Kaizen Intro and Methodology
Current State Map - VSM

- Mapping Selected Product Value Stream
- Genba Observation
- Complete the data-box of Current State Map
- Summary of baseline data

DAY 2

08.30 - 12.00

Current State Map - VSM

- Analyze the Current State
- Presentation by each Team

Future State Map - VSM

- Creating Flow
- Designing a Lean Flow

13.00 - 16.30

Current Future State Map - VSM

- 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 - 12.00

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

13.00 - 16.30

- KAIZEN Team Presentation to Top Management
- Sharing KAIZEN from BCA
- Awarding and Appreciation
- Closing Ceremony



TRAINING FEE

Rp 10.000.000,- (Subject to 11% Tax)
The fee includes training modules, certificate (75% Attendance), souvenir, lunch & coffee break.



INFORMATION

Email : events@pqm.co.id
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**LIMITED SEATS,
REGISTER NOW!**



<https://link.pqm.co.id/register>

COOPERATION BETWEEN



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