



PRODUCTIVITY &  
QUALITY MANAGEMENT  
CONSULTANTS

# ADVANCED KAIZEN EVENT IN SERVICE OPERATIONS

IMPROVE FLOW OF VALUE STREAM IN THE COMPANY

**13-15 JUNI 2023**  
08.00-16.30 WIB

**PT BANK CENTRAL ASIA, TBK**  
PONDOK INDAH, JAKARTA

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 PT. Bank Central Asia, Tbk - Consumer Credit Business Division!

**REAP THE BENEFITS OF KAIZEN  
FOR YOUR COMPANY  
INSTANTLY!!!**

**REGISTER NOW!**

LIMITED SEAT

#### TARGET PARTICIPANTS

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



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#### EVENT HIGHLIGHT



INTRODUCTION OF KAIZEN  
AND VALUE STREAM



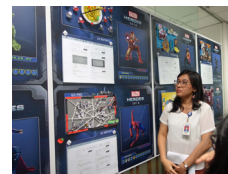
OFFICE TOUR



DIRECT OBSERVASI  
IN THE WORKPLACE



MAKING A  
MINI COMPANY



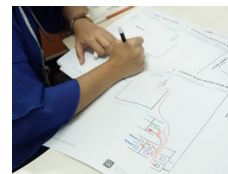
KAIZEN TECHNIQUE  
AND TOOLS



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.

#### REGISTRATION

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



SCAN ME  
FOR MORE INFORMATION

# 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 DBKK 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