



Learning Impact NG

THE LEAN MACHINE



Service and Operational Excellence

Managing Operational and Service Excellence

Operations are at the heart of every organization; department; unit or team. Operations are everywhere, and operations affect everything. Managers and professionals at all levels should understand how to manage operations because operations affect everything - especially the quality of service that we deliver to our customers.

The Profit-Service Chain Model

In this opening module, we will explore the Profit-Service Chain Model, and the relationship between great products, good people, disciplined operations, excellence service and profits and how organizations must build the right structures and operations to achieve great results.

The Purpose and Components of Operations

Participants will learn about the various components of every operational system and the interplay of these components and the difference that they make - equipment, inventory, energy and people.

Key Tasks of Operations Management

In module three we will look at the keys tasks of operations management which are two-pronged: achieving the outcomes of the task and ensuring effectiveness and efficiency by focusing on different functions, Quality, Quantity, Price and Service.

Types of Operations and Systems

Participants will learn about the various types of processes that exist in their operations - continuous processes; project processes and batch processes; how to choose appropriate processes and carrying out process and trade-off analysis.

Diagnosing and Solving Operations Problems

In the final module, we will explore the different models for process improvement - Total Quality Management; Just-In-Time; Operations Controls and Risk Management and how to use these models to diagnose, improve and solve operational challenges.

Delivery will involve the use of a number of experiential activities including self-assessments, case studies, reflective practice and role plays, amongst others. Program can be further customized to meet the organization's specific needs.



About Learning Impact NG

Our Company

Learning Impact NG is a leading provider of organizational learning, strategy consulting and financial literacy solutions in Nigeria. The company was incorporated on the 25th of June 2010 and was founded by Omagbitse Barrow, a youthful and dynamic Investment Banker, turned Human Resources and Learning professional who had spent a decade working at Investment Banking & Trust Company (IBTC) and later Stanbic IBTC Pension Managers and Stanbic IBTC Bank.

We have worked with some of the largest institutions across a variety of industries in Nigeria's private, public and non-profit sectors. In addition to traditional classroom training, we are at the forefront of the use of learning technology in Nigeria with our innovative Animated Educational Videos that we have deployed for several institutions; our 100% home-made Learning Management System with robust indigenous courseware; and our unique EPaper Vendor service and other Knowledge Management Services that we offer.



Our Methodology

Based on our proprietary Learning Impact Model, our team of designers and facilitators at Learning Impact NG are focused on ensuring that the impact

of all our solutions is sustained beyond the "event" or "intervention". We pay attention to the following in all our intervention design and delivery:

- 1) Adult Learning Principles;
- 2) Human Performance Improvement;
- 3) The Learning Impact Model;
- 4) Programmatic Evaluation;
- 4) Experiential Design & Delivery;
- 5) Scalability and Impact.

We use case studies, role plays, reflective thinking, scenarios, in-baskets, individual and group activities, games and a host of other experiential learning and discovery-based tools to design and deliver our trainings.



Our People

We have a strong internal academy led by Omagbitse Barrow, a prize-winning Chartered Accountant and critically acclaimed workplace learning professional and supported by Regina Makyur, a first-class graduate of Economics and a Doctoral candidate in Economics, and Anthony Oni, an experienced learning designer. We also tap into the expertise of a wide and very experienced external faculty for our programs, and our Faculty model is driven by a commitment on on-going learning and research, micro-learning and a strong commitment to publications and innovation.



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Learning Impact

6 David Mark Close
Apo-Gudu District
Abuja

+234 805 195 3276

www.learningimpactmodel.com



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0818 195 6161