

Chartered Institute of Administration

(A Professional and Examining Body Chartered by Act No. 103 of 1992 - Now Cap C7 LFN 2004)

Member, Association of Professional Bodies of Nigeria (APBN)

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Lagos State, Nigeria

Our Ref: RG/278/1176

3rd September, 2019

TO: All Training Directors/Human Resource Managers
All CIA Members/Non Members

Dear Sir/Madam

INVITATION AS PARTICIPANT AT A 2-DAY OPEN WORKSHOP TITLED: PRODUCTIVITY IMPROVEMENT FOR EFFECTIVE AND EFFICIENT SERVICE DELIVERY.

DATE: **SEPTEMBER 26 – 27, 2019**

RATIONALE

Technological advances, customer expectations and especially globalization have increased the need for productivity and high level service delivery.

Productivity improvement has to do with critically analyzing the current operation process of the organization and opportunity analysis to determine specific high impact areas that will achieve desired result. This requisite strategies can be put in place to increase efficiency as well as production output.

Service delivery has a direct relationship with productivity improvement. Hence, effective and efficient service delivery are common words in business cycles that has become clichés. Service delivery is effective if it is adequate to meet customer's expectations and achieve intended result.

On the other hand, it is efficient, if it performs in the best possible manner with least waste of time and efforts. Then customers will not hesitate to identify with the organizations that satisfy these two important qualities.

In order to meet these customers' expectations, organizations must identify a framework that can be effectively exploited in implementing improved productivity and quality service delivery in order to continuously achieve competitive advantage.

This workshop is therefore designed to enhance the skills and competences of participants on the strategies, tools and techniques of productivity improvement, service delivery, efficiency and effectiveness.

WORKSHOP OBJECTIVES:

At the end of the workshop, participants will be able to:

- define with real life examples, the terms Productivity and Productivity Improvement;
- identify ways of improving productivity;
- explain the concepts of effective and efficient service delivery;
- develop strategies for productivity improvement;

- discuss the tools and techniques of effective and efficient service delivery;
- outline benefits of productivity improvements; and
- evaluate the links between service delivery and productivity improvement.

WORKSHOP TOPICS

1. An overview of Productivity, Productivity Improvement, Effective and Efficient Service Delivery.
2. Strategies for Productivity Improvement, Challenges and Solutions.
3. Tools, Techniques and Benefits of Enhancing Customer Participation in Productivity Improvement and E-Service Delivery
4. Ways of Measuring and Rewarding High Service Performance in an Organization.

TARGET AUDIENCE

Employers of Labour, Regulatory Compliance Officers, Risk Managers, General Managers, Heads of Departments, Purchasing Managers, Marketing Executives/Managers, Finance Directors/ Managers, Administrators, Directors, Top/Senior Executives, Team Leaders, Front Desk Officers, Customer care Officers, Marketers, Officers in-charge of Service Delivery, Managers and Civil Servants in all Public Establishments of the Economy.

LEARNING METHODOLOGIES

Lectures, discussions, syndicate work, case studies and exercises, audio-visual aids will be used to reinforce these training/learning methods.

DURATION: TWO (2) DAYS
DATE: SEPTEMBER 26 - 27, 2019
VENUE: CENTRE FOR MANAGEMENT DEVELOPMENT, SHANGISHA, LAGOS
TIME: 9 AM – 4 PM DAILY

WORKSHOP FEE AND PAYMENT PROCEDURE

CIA MEMBERS	--	N50, 000
NON MEMBERS	--	N60, 000

This fee covers Training Materials, Tea/Coffee, Lunch, Workshop Folders, and Certificate of Attendance. Participants are expected to pay cash direct into any of the following Institute's Bank Accounts:

First Bank of Nigeria Plc: (Account No. 2012238864)
 Zenith Bank Plc: (Account No. 1010155991)
 Account Name: Chartered Institute of Administration

Please forward your payment details to the Principal Administrative Officer, Exams/Training; Adm. Seyi Williams, FCIA; Tel. No. 08035026955; 08068900846 or the National Secretariat Tel. No. 01-7944969, 08076983067 immediately after payment for further action. Kindly bring your deposit slip to the venue on September 26, 2019 in exchange for official receipt.

Your cooperation will be highly appreciated.

Yours faithfully



Adm. U. Azubuko, FCIA
 Chairman, Training and Consultancy Comitee
 For: REGISTRAR/CHIEF EXECUTIVE