

Management
Development
Programme

Service
Improvement
and
Innovation
Training



Indian Institute of Management
Tiruchirappalli

Date

November 14-16, 2017

Programme Director

Prof. Ayon Chakraborty

Venue

Chennai Centre of IIM Trichy

Introduction

Improving service processes is on top of the agenda for chief and senior executives. This requires a solid understanding of current and future service processes and their alignment with business objectives. The course uses an integrated set of concepts, methods and tools surrounding the definition, implementation, execution and improvement of service operations. The demand for service improvement and innovation is driven by demands for increased operational excellence and cost-effective compliance practices.

Profile of Expected Participants

- This program is open to Executives/Process Owners in Service Organizations with an interest in process improvement and innovation.
- Prior or existing experience in service organizations is not a pre-requisite.

Course Content

This three day course introduces the core principles and practices of Service Improvement and Innovation. The course provides an overview of many of the state-of-the-art methods and considers how to select and adopt a customized service improvement and innovation approach for your organization.

Following programme outline is proposed:

Day 1

- Introduction
- Service Improvement Framework
- Service Enhancement

Day 2

- Service Utilization
- Service Derivation
- Service Innovation

Day 3

- Service Innovation
- Cases

How to Enroll

Enrolment form for nomination or participation can be downloaded from the 'Executive Education' of our website, http://iimtrichy.ac.in/images/MDP_Enrollment.pdf. Kindly fill in this form mentioning full details of the participant(s), sponsoring organization, and the payment particulars. The filled in form along with the Demand Draft need to reach the EEC Office well in advance before the commencement of the programme. In case of online payment, the filled in form may be scanned and e-mailed to us.

The programme fees can be paid in any one of these two ways:

- Demand Draft drawn in favour of **Indian Institute of Management Tiruchirappalli** payable at Trichy.
- Electronic Fund Transfer through NEFT/RTGS for which Account details of our Institute are given below.

Bank A/C No: 32170820601

Name of the Bank: SBI

Name of the Branch: NITT Branch, NIT Campus, Tiruchirappalli

Bank Branch Code : 01617 IFSC No: SBIN0001617 MICR No: 620002009

In case of online payment, kindly intimate the EEC office with the relevant transaction details through email, so that we can connect your remittance to your nomination.

Please note that the confirmation of participation will be provided only on receipt of programme fees by EEC office.

You are encouraged to send in your nominations at least 3 weeks prior to the commencement of the programme. However, we accept nominations up to 2 weeks before the start of an MDP, subject to seat availability.

Please Note:

All enrolments are subject to review and approval by the Programme Director. Joining Instructions will be sent to the selected candidates 10 days before the programme commences. **Kindly finalise your travel plans only after you receive from IIM Trichy confirmation of your nomination.**

Our correspondence address is as follows:

Executive Education & Consulting Office

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