

LECTURE:

SECTION INTRODUCTION

SECTION: MONITORING AND CONTINUOUS IMPROVEMENT IN SERVICE

<div>COURSE INTRODUCTION</div> <div>REAL-LIFE ANECDOTE</div> <div>COURSE INTRODUCTION</div>	<div>INTRODUCTION TO 5S IN SERVICE</div> <div>SECTION INTRODUCTION</div> <div>WHAT IS 5S?</div> <div>5S IN MANUFACTURING VS. SERVICE</div> <div>WHY 5S MATTERS FOR SERVICE OPERATIONS?</div> <div>ARTICLE: INTRODUCTION TO 5S IN SERVICE</div> <div>CALL CENTER – ROUNDTABLE DISCUSSION</div> <div>SECTION QUIZ</div> <div>SECTION CONCLUSION</div>	<div>COMMON WASTES IN SERVICE ENVIRONMENTS</div> <div>SECTION INTRODUCTION</div> <div>SERVICE INDUSTRY WASTES OVERVIEW</div> <div>APPLYING 5S TO SERVICE-SPECIFIC WASTES</div> <div>ARTICLE: COMMON WASTES IN SERVICE ENVIRONMENTS</div> <div>HEALTHCARE – ROUNDTABLE DISCUSSION</div> <div>SECTION QUIZ</div> <div>SECTION CONCLUSION</div>	<div>BREAKING DOWN THE 5S: WHAT EACH S REALLY MEANS?</div> <div>SECTION INTRODUCTION</div> <div>STREAMLINING WITH SORT (SEIRI)</div> <div>ORGANIZING WITH SET-IN-ORDER (SEITON)</div> <div>ENHANCING WORKSPACES WITH SHINE (SEISO)</div> <div>STANDARDIZATION IN SERVICE OPERATIONS (SEIKETSU)</div> <div>SUSTAINING SERVICE EXCELLENCE WITH SUSTAIN (SHITSUKE)</div> <div>ARTICLE: INTRODUCING THE 5S CONCEPTS IN SERVICE</div> <div>HOTEL FRONT DESK – ROUNDTABLE DISCUSSION</div> <div>SECTION QUIZ</div> <div>SECTION CONCLUSION</div>
<div>IMPLEMENTING 5S – STEP-BY-STEP GUIDE</div> <div>SECTION INTRODUCTION</div> <div>STEP 1: LAYING THE GROUNDWORK</div> <div>STEP 2: APPLYING SORT (SEIRI)</div> <div>STEP 3: IMPLEMENTING SET IN ORDER (SEITON)</div> <div>STEP 4: MAINTAINING WITH SHINE (SEISO)</div> <div>STEP 5: STANDARDIZING SERVICE PROCEDURES (SEIKETSU)</div> <div>STEP 6: SUSTAINING 5S IN SERVICE OPERATIONS (SHITSUKE)</div> <div>ARTICLE: IMPLEMENTING 5S – STEP-BY-STEP GUIDE</div> <div>EVENT MANAGEMENT – ROUNDTABLE DISCUSSION</div> <div>SECTION QUIZ</div> <div>SECTION CONCLUSION</div>	<div>MONITORING & CONTINUOUS IMPROVEMENT</div> <div>SECTION INTRODUCTION</div> <div>MEASURING IMPACT OF 5S IN SERVICE OPERATIONS</div> <div>CONDUCTING SERVICE AUDITS</div> <div>ARTICLE: MONITORING AND CONTINUOUS IMPROVEMENT</div> <div>RETAIL CLOTHING STORE – ROUNDTABLE DISCUSSION</div> <div>SECTION QUIZ</div> <div>SECTION CONCLUSION</div>	<div>OVERCOMING CHALLENGES</div> <div>SECTION INTRODUCTION</div> <div>HANDLING RESISTANCE TO CHANGE</div> <div>GAINING LEADERSHIP & TEAM SUPPORT FOR 5S</div> <div>ARTICLE: OVERCOMING CHALLENGES</div> <div>EDUCATION – ROUNDTABLE DISCUSSION</div> <div>SECTION QUIZ</div> <div>SECTION CONCLUSION</div>	<div>CONCLUSION</div> <div>COURSE CONCLUSION</div>

Lecture

Article

Roundtable Discussion

Quiz





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