

LECTURE:

SECTION INTRODUCTION

SECTION: STEP-BY-STEP GUIDE TO IMPLEMENTING 5S IN SERVICE ENVIRONMENTS

<div><div>COURSE INTRODUCTION</div><div>REAL-LIFE ANECDOTE</div><div>COURSE INTRODUCTION</div></div>	<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>	<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>	<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>
<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>	<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>	<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>	<div><div>CONCLUSION</div><div>COURSE CONCLUSION</div></div>

Lecture

Article

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Quiz







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