Training Course:
Quality Assured Administration Management

3 - 7 February 2025
London (UK)
Landmark Office Space - Oxford Street

Training Course code: MA9320 From: 3 - 7 February 2025 Venue: London (UK) - Landmark Office Space - Oxford Street
Training Course Fees: 5500 🔲 Euro

Introduction

Providing Skills for Improving the effectiveness of the Administration Department is the primary focus of the program.
Increasingly there is a need for the non-production departments to improve the quality of their services to internal users. The last 25 years have seen dramatic changes in the Operational Philosophy, Customer Focus, IT Tools, Standardized Management Methodologies and Knowledge Management. This program provides the participant skills for Applying and Managing the Implementation of these in his organization.

Course Objectives:

- Relevant Knowhow and Technology Transfer to the Participants.

- Multi-discipline understanding, skills, competencies and step-by-step analytic understanding of the program topics and issues this understanding would otherwise have come from years of rich and diverse work experience.

- Knowledge Framework which will enable the participant to catch and learn from his own past/present/future job-related experience.

- Training that empowers the participant to identify, support and implement improvements in his work area, team, section, department or organization.

Target Audience:

This program is intended for all relevant Professionals, Consultants, and Managers. Participants attending the program take away a good multi-discipline understanding of the relevant issues. This training program helps the participant become productive quickly and helps build a related Knowledge Framework that will help him identify, understand, classify and remember the relevant on the job learning and experiences.

This program can be used to train relevant Strategy and Improvement Implementation teams.

- QA staff

- Admin staff

- Operational professionals

- Customer service associates

- Individuals looking to enter a career in Quality Assurance

- Executives who want to upgrade their QA skills

Course Outlines:

Day 1:

New Management Methodologies

- Introduction to Quality Assured Management

    - Understanding the fundamentals of quality assurance in administrative processes

    - Key elements of ensuring consistent service quality

    - Benefits of quality assurance in the administration department

- User/Customer Focus

    - Identifying internal users and understanding their needs

    - Techniques for improving service quality for internal customers

    - Strategies for maintaining continuous communication with internal users

- Process Approach

    - Implementing a process-driven approach to administrative tasks

    - Mapping and analyzing workflows for efficiency

    - Streamlining processes for better outcomes

- Knowledge Management

    - Definition and importance of knowledge management in administration

    - Capturing, storing, and sharing knowledge effectively

    - Tools and techniques to enhance organizational learning

Day 2:

Administration Work Processes

- Good Practices in Administrative Work

    - Introduction to best practices for routine administrative tasks

    - Techniques for improving time management and task prioritization

- Organizing and maintaining administrative records efficiently

- Best Practices in Administrative Operations

  - Global best practices in administrative work

  - Case studies of successful administrative process improvements

  - Methods to benchmark and measure administrative performance

- Standard Operating Procedures SOPs

  - Developing, documenting, and implementing SOPs in administration

  - Ensuring consistency and efficiency through well-defined processes

  - Periodic review and update of SOPs to match organizational changes

Day 3:

IT Tools for Increasing Effectiveness of Administration

- Introduction to IT Tools for Administration

  - Overview of IT tools used to streamline administrative tasks

  - The role of automation in administrative processes

  - Selecting the right tools for your organization

- Software Solutions for Administrative Tasks

  - Popular software solutions for document management, task tracking, and communication

  - Demonstrating the use of Microsoft Office tools Word, Excel, PowerPoint for administration

  - Utilizing cloud-based solutions for improving accessibility and collaboration

- Enhancing Efficiency with IT Tools

  - Automating repetitive tasks to save time and reduce errors

  - Managing schedules, meetings, and resources using online platforms

  - Leveraging data analytics tools for reporting and decision-making

Day 4:

Knowledge Management System for Administration

- Introduction to Knowledge Management Systems KMS

    - Defining a Knowledge Management System and its importance in administration

    - Tools and platforms used for knowledge sharing and collaboration

- Setting up a KMS in the Administration Department

    - Steps to create and maintain a knowledge repository

    - Structuring a central database for knowledge retention and easy access

    - Training staff on the use and contribution to the KMS

- Ensuring Continuous Knowledge Sharing

    - Techniques for promoting a culture of continuous learning and sharing

    - Using collaborative tools for knowledge sharing Intranets, wikis, shared drives

    - Monitoring and improving the effectiveness of the knowledge management system

Day 5:

Manpower and Motivation Issues for the Administration Section

- Understanding Workforce Dynamics

    - Analyzing the manpower requirements for effective administrative functions

    - Balancing workload and resource allocation

    - Assessing skills and competencies within the administration team

- Motivating Administrative Staff

    - Key motivational drivers for administrative personnel

    - Creating a positive work environment to increase job satisfaction

    - Incentives, rewards, and recognition programs for admin staff

- Training and Development for Administration Staff

    - Identifying training needs for continuous improvement

    - Developing personal development plans for administrative employees

    - Strategies to retain and grow talent within the department

Registration form on the Training Course:
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