

# EXECUTIVE EDUCATION 2009

## Key Concepts of Lean Service

### Two-Day Workshop: 24 & 25 March

This workshop will illustrate how to improve efficiency, flexibility and service quality in your business, by understanding what your customers really want and implementing 'lean' process improvements.

Key concepts include: real and 'failure' customer demand, value stream mapping, quantifying process time, elapsed time and 'non value add' activities, identifying 'Runners' and standardising processes to enable Runners to flow.

Using these Lean Service techniques, local companies are already eliminating up to 40% of their internal activities to reduce process times by up to 40% and increase capacity.

## Management of Projects – PRINCE2™

### Two-Day Workshops: Foundation 12 & 13 May Foundation 22 & 23 Sept Practitioner 22 & 23 Oct

Featuring the PRINCE2™ (Projects IN Controlled Environments) a process—based methodology for effective project management. Offering a de facto standard extensively recognised internationally & respected within private and public sector.

Key concepts include: project planning and resources, risk and contingency planning, and project control and review.

Delegates will also have the option to become Project Management qualified by studying the online module and sitting the PRINCE2™ Foundation Certificate exam in June or Practitioner exam in October.

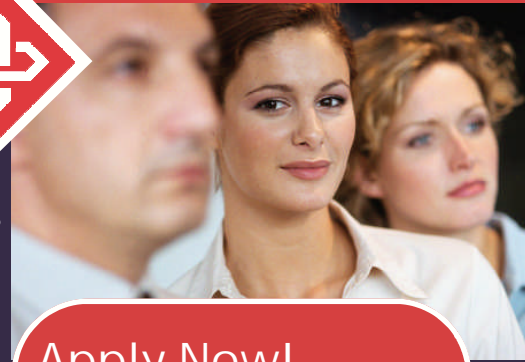
## Leading Change

### Two-Day Workshop: Part 1) 10 & 11 Nov Part 2) 01 & 02 Dec

This course integrates a 'hard', systems-oriented approach to organisational change with the 'softer', more people-focused aspects of change.

Key concepts include: The 'Change Management Framework', developing a vision, harnessing dissatisfaction with the status quo, developing the 'road map' and communicating the changes to come.

Operational and process improvement considerations are inter-linked with methods for motivating and supporting your staff to achieve the organisational and cultural changes your business needs to survive and prosper.



### Apply Now!

Places on these workshops are limited to 15 delegates, so please apply early to avoid disappointment.

To apply, please contact the Business School on:

T: +44 01624 693709

E: [enquiries@ibs.ac.im](mailto:enquiries@ibs.ac.im)

[www.ibs.ac.im/  
executiveeducation](http://www.ibs.ac.im/executiveeducation)



Isle of Man

**International Business School**

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# Application Form

## EXECUTIVE EDUCATION

### 1. The Workshop \_\_\_\_\_

Date \_\_\_\_\_

How did you learn about this workshop? \_\_\_\_\_

\_\_\_\_\_

### 2. Personal and Contact Details

Title \_\_\_\_\_

Full Name \_\_\_\_\_

Male  Female

Date of Birth \_\_\_\_\_

Job title \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Daytime Telephone \_\_\_\_\_

Email \_\_\_\_\_

### 3a. Why do you wish to attend this workshop?

Please include details of any specific challenge or development need that you hope to address during this course.

### 4. Please give brief details of your current role:

### 5. Emergency Contact(s)

Name(s) \_\_\_\_\_

Relationship to You \_\_\_\_\_

Telephone(s) \_\_\_\_\_

### Data Protection

The Isle of Man International Business School is registered as a Data Controller with the office of the Isle of Man Data Protection Registrar, as required under the Data Protection Act 2002. We will only process data in accordance with this Act for the purposes notified to the Supervisor.

### 6. Training and Development Contact

Please provide details of the primary person responsible for Training and Development in your organisation.

Title \_\_\_\_\_ Full Name \_\_\_\_\_

Job Title \_\_\_\_\_

Daytime Telephone \_\_\_\_\_

Email \_\_\_\_\_

### 7. Payment Details

Your Source(s) of Funding:

Self  Employer  Other \_\_\_\_\_

Invoicing Details (if different to your address in Section 2)

Title \_\_\_\_\_ Full Name \_\_\_\_\_

Job Title \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Reference \_\_\_\_\_

### 8. Special Needs or Support

Please tick and provide further details as appropriate

- None
- Dietary restrictions
- Medical conditions eg. allergies, epilepsy, diabetes
- Learning needs eg. dyslexia
- Physical disabilities
- Other Please provide details:

### 9. Declaration

I declare that the information given on this form is correct. I agree to abide by the rules and regulations of the Isle of Man International Business School.

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_



Isle of Man

**International Business School**

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Please return completed forms to:

Enquiries and Admissions Team, Isle of Man International Business School,  
The Nunnery, Old Castletown Road, Douglas, Isle of Man, IM2 1QB

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