

Improve the performance of your management and support processes

Continuous Improvement Program and Internal Capacity Building in the Organization

Much more than a project ... We help you build the internal capacity to improve quality and productivity in your organization with your own staff!!

The hiring of consultants to carry out various specific tasks has the advantage of being able to implement initiatives in a short time, with experienced resources and a good level of focus on meeting specific targets that were set at the beginning of the project.

However, when you want the organization to learn to improve their own processes, to internalize the continuous improvement as part of its organizational culture, it is necessary a different approach, one that would translate into a habit the analysis and improvement of processes through a best practice, one that will enable the organization to develop the skills necessary for sustained improvement.

Our **Continuous Improvement Program and Internal Capacity Building** seeks to develop your personnel's potential to implement continuous improvement methodologies like Lean® or Six Sigma® in everyday work, making the improvement effort sustainable over time.

What we offer is not a project, nor training. This is an innovative approach that combines the training of key personnel in process improvement methodologies and support to the organization in the identification, selection and deployment of its portfolio of improvement projects. The staff is coached about practical ways to carry out improvement initiatives, typically during 12 to 18 months to ensure that best practices become a habit, ensuring the sustainability of continuous improvement.

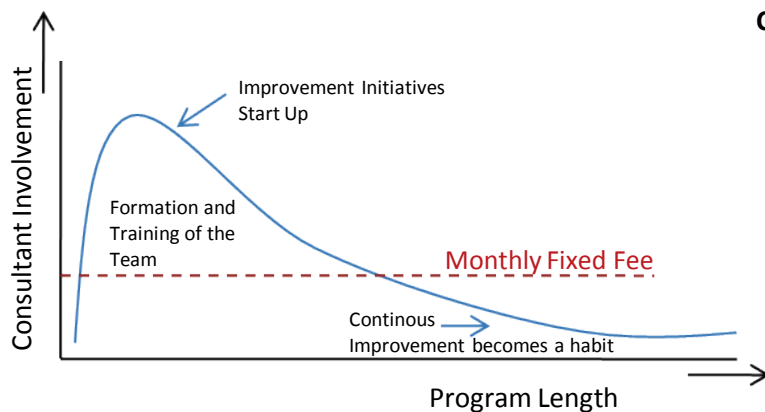


¿How does it work?

Typically, human beings learn by doing and internalizing what they do. Therefore, when performing a pattern of activities during a given time, the pattern becomes a habit. In other words, the pattern is internalized as the natural way of doing things and becomes a "skill."

Based on this premise, we designed a medium-term program that allows companies and institutions to:

- ◇ **Train "seed" staff** in techniques and methodologies related to business process improvement.
- ◇ Choose and **deploy a portfolio of improvement initiatives** by these employees in the areas of greatest urgency in the organization.
- ◇ **Enable close support and coaching** by experienced consultants to your employees for a long enough period for them to internalize their learning, gain practical experience and allow continuous improvement to become part of their organizational culture.



Characteristics:

- **Length:** Usually 12 to 18 months depending on the program's reach and the capabilities that are required in the team.
- **Participants:** 2 to 6 employees who can serve as internal leaders for improvement.
- **Scope:** process improvement, project management, Human Resources process management, Procurement and Customer Contact.

Investment:

Continuous Improvement Program and Internal Capacity Building works as an annual subscription with monthly payments. Its cost is less than the total acquisition cost of having a single internal resource to perform the same task. Having completed the first year, you can subscribe tracts of 6 months depending on the specific additional objectives the organization wants to reach.

Our Experience:

We have over 18 years experience in the field of continuous improvement in various environments (manufacturing, logistics, services, finance and administration). We have worked extensively in financial processes (OTC, RTR and PTP), procurement, human resources and customer service. We use proven methodologies and techniques for operational excellence, including Lean Six Sigma®.



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