



CRS-Q-0031964-EVS  
Funding Validity Period:  
1 Jun 2019 to 28 Mar 2020

## L3 Process Improvement and Optimisation

### Course Objectives:

This training program covers the knowledge and skills required in implementing continual improvements in service delivery within the cleaning industry.

### At the end of the course, the learners will be able to:

1. Prepare work team for continual improvement
2. Execute action plan for continual improvement
3. Monitor and evaluate results of action plan for continual improvement
4. Address performance gaps in improvement related targets



### Who Should Attend?

1. Employees currently in a supervisory or team leader roles with the technical skills and knowledge to supervise cleaning operations and cleaning operators.
2. The working adults or mid-career change workers who are keen to join the environmental services industry.

**Training Hours:** 22 Hours  
**Assessment Hours:** 1.5 Hours

**Assessment Method:** Case Study, Oral Questions  
**Mode of Delivery:** Lectures, Demonstrations & Presentations

**Course Fee:** SSG Training Grant is only applicable to Singapore Citizens & Permanent Residents, and is subject to approval.

Full Course Fee Before Funding		Nett Course Fee (with GST) To Be Paid By Candidate After			
Before GST	After GST	SSG Training Grant @ 95%	SSG Training Grant @ 90%	SSG Training Grant @ S\$17/hr	SSG Training Grant @ S\$15/hr
\$531.10	\$568.28	\$63.73	\$90.29	\$168.78	\$215.78



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