Ref No: MBER 120/220710/06W

Attn: SBF Members

SINGAPORE BUSINESS FEDERATION
Apex Business Chamber

10 Hoe Chiang Road
#22-01 Keppel Towers
Singapore 089315
Tel: 6827 6828/ 877
Email: participate@sbf.org.sg

Seminar on Business Process Management (BPM) & Office Productivity
"Measure Productivity To Improve Efficiency"

Date: **22 July 2010** Time: **9am–12pm** Venue: **SBF Seminar Room 1** *(22nd Level, Keppel Towers)*
Fee per pax *(incl 7% GST)*: **S$ 90 (SBF Member)** **S$ 180 (Non-Member)**

In line with the recent recommended wage increases by the National Wage Council, it is essential for companies to raise their productivity simultaneously, in order to cope with the higher wage costs they would face. *"Every company would … want to push productivity to the maximum in order to be competitive." (NWC Chairman Lim Pin, CNA, 25/5/10)*

With increased productivity, companies would then find it easier to share the gains through wage increases to workers. *"What is important is that based on the performance, most enterprises would give a fair share of gains (and) at the same time keep the wage increase flexible." (Labour Chief Lim Swee Say, CNA, 25/5/10).* To do so, it is important to first determine the levels of productivity in the office before planning for any improvements.

How are you measuring productivity in your organization?

This seminar will cover topics on how companies can measure the levels of productivity in their workplace, hence helping them to raise their productivity levels together with the recommended wage hikes.

Target Audience

Business leaders, General Managers, Heads of Department, Finance Managers, HR Managers, Executives, and anyone involved in improving their office productivity.

Topics

- Understanding Office Productivity in the workplace, from operations to finance
- How to MEASURE productivity in your organization
  - Output
  - Cost
  - Quality
- Discover the business processes in the office and how to enhance productivity through improved processes

The seminar will guide and equip participants-

- Understand the measurements of productivity
- Understand and discover business processes within the organization
- Streamline and improve business processes through automation
- Benchmarking & measurements which will aid productivity

Speakers

Mr. Ken Loke is the Workflow Management Coalition (WfMC) Chairperson for Singapore & Malaysia. He has authored two Chapters in WFMC Yearbook 2004 and 2005, which have been sold internationally.
Ken has also been an active speaker on the subject of Business Process Management implementations in seminars, workshops at ISS, NUS, Singapore Polytechnic, SBF, ASME, etc.

Ms Jasmine Tan graduated from a leading Australian University, trained in 8 Omega BPM Framework, is an ACTA certified trainer. Currently, she is responsible for helping organizations within the Asean region to adopt BPM best practices at Bizmann System (S) Pte Ltd. She has successfully managed projects such as Mitsubishi Electric, Bok Seng Logistics, The Hour Glass, etc.

**Programme and seminar outline are correct at time of print.*

Administrative Details:

- **Please fax this registration form to reserve a seat, followed by mail copy of this form and a cheque to SBF** (10 Hoe Chiang Road, #22-01 Keppel Towers, Singapore 089315)**.** Cheque should be made payable to "**Singapore Business Federation**". Please indicate the Ref No. and company's name, participant's name at the back of the cheque.
- Registration is on a first-come first-served basis. No cancellation will be allowed upon registration, but attendance by a replacement delegate from your company is allowed. We regret that no refund will be made for cancellation and non-attendance.
- Confirmation of your registration will be emailed to your company upon receipt of full payment.

NOTE: As a precautionary measure, our advice is for members who are unwell not to attend the session.

Ref No: MBER 120/220710/06W
REGISTRATION FORM - Attn: MR Dept/Celest (Closing date:19 July 2010)
Fax: 67340610 / 68276801

Name (Mr/Ms): _____ Desgn: _____

Tel: _____Hp: _____ Fax: _____

Email:_____

Company: _____

SBF Mbrship No: _____

Address (For Non-Mbr): _____

For Official Use: (RT)

Serial No: