

# Course : Managing general services activities

## the process approach

**Practical course - 3d - 21h00 - Ref. RAX**

**Price : 2040 CHF E.T.**

 3,8 / 5

How to organize and enhance General Services activities. This course will show you how to model them using the process approach and manage them using dashboards. You will then be in a position to improve performance and initiate a continuous improvement process.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Structuring corporate services activities according to the process approach
- ✓ Develop internal customer/supplier relations
- ✓ Identify and add value to operations
- ✓ Creating a management dashboard
- ✓ Assessing performance

## Intended audience

General Services Manager.

## Prerequisites

Basic knowledge of general services activities.

## Practical details

### Exercise

Alternating theory and practice, workshops, application exercises, collective reflection.

## Course schedule

### PARTICIPANTS

General Services Manager.

### PREREQUISITES

Basic knowledge of general services activities.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects.

They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.

- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.

- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Understanding the process approach

- The notion of process and its different typologies.
- General services process mapping.
- Develop internal customer/supplier relations.
- Introduce the notion of continuous improvement.

### Exercise

Process mapping for a typical company.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 2 Modeling general services activities in processes

- Identify process perimeters, purposes, activities and maturity levels.
- Use functional analysis to model them.
- Modeling tools: flow chart, flowchart, flow diagram...
- Structuring and making processes more reliable, using FAST or SADT diagrams.

### Exercise

Model the activities of a typical process.

## 3 Managing and steering the general services process

- Prerogatives and responsibilities of the process manager.
- Roles and responsibilities of process players, the RASCI matrix.
- Draw up a function/position sheet.
- Define a competence matrix.
- Assessing process maturity. Process review.

### Exercise

Build a representative skills matrix.

## 4 Draw up the dashboard for managing general services processes

- Stakes and purpose of the measure.
- Identify process objectives and their coherence with corporate orientations.
- Develop indicators to measure objectives.
- Structuring dashboards and reporting.
- Understanding the Balanced Score Card.

### Hands-on work

Define indicators. Draw up a dashboard of a typical company's general services processes.

## 5 Gaining in performance

- Value-added/non-value-added mapping of process activities (VSM).
- Determine lead times.
- Evaluate process cycle efficiency (PCE).
- Identify bottleneck activity and sources of waste.

### Hands-on work

Diagram a VSM (Value Stream Mapping). Determine the PEDs and PCEs of a process.

## 6 Introduce continuous improvement

- Detecting customer needs: Kano diagram.
- Defining the continuous improvement approach: simple actions or breakthrough improvement?
- Discover Kaizen and DMAIC improvement methods.

### Storyboarding workshops

Sharing practices, advantages and disadvantages.

## Dates and locations

### REMOTE CLASS

2026: 23 Mar., 27 May, 7 Oct.