CONCEPT

Support Services Efficiency Training: Process Flow, Resource Planning and Execution Quality



Support Services Efficiency Training: Process Flow, Resource Planning and Execution Quality

Introduction:

Support Services Efficiency Training: Process Flow, Resource Planning and Execution Quality is a 3-day course for supervisors and coordinators of administrative, facilities, transport, document and shared support services, ending with a Support Services Efficiency Improvement Plan. Internal requests often wait in queues, pass through too many hands and return for correction, so support teams feel overloaded while other departments complain of slow service. Nominees already run or coordinate a support team's daily work, and the course is taught through case studies built on real request data. CoreConcept Training Center delivers this support services efficiency course.

Course Objectives:

- Map a cross-unit support request in BPMN swimlanes and locate handoffs, waits and rework
- Measure lead time, cycle time, throughput and process cycle efficiency for support processes
- Plan team workload and capacity and control work in progress using Little's Law
- Set triage rules and priority classes that organise incoming support requests
- Raise execution quality with standard work checklists, first-time-right measures and error-proofing
- Produce a Support Services Efficiency Improvement Plan with indicators and a review routine

Target Audience:

- Administrative support supervisors responsible for daily processing of internal requests
- Facilities and maintenance coordinators responsible for scheduling and closing service requests
- Transport and logistics support coordinators responsible for vehicle and movement requests
- Document and records services staff responsible for routing, filing and retrieval
- Shared services and process improvement officers responsible for measuring and improving support workflows

Course Outline:

Day 1: Support Services Flow and the Efficiency Baseline

- Support Services Request Inventory by Volume and Demand
- BPMN 2.0 Swimlane Map of a Cross-Unit Request
- Lead Time, Cycle Time and Throughput Baseline Measurement
- Process Cycle Efficiency Calculation From Value-Added Time
- Handoff, Wait and Rework Points on the Swimlane Map

Day 2: Resource Organisation, Standard Work and Execution Quality

- Little's Law for Queue and Work-in-Progress Control
- Workload and Capacity Plan for Support Teams
- Request Triage Rules and Priority Classes for Incoming Work
- Standard Work Checklist for High-Volume Support Tasks
- First-Time-Right Rate and Error-Proofing at Handoffs

Day 3: Case Study Work and the Efficiency Improvement Plan

- DMAIC Case Study on a Slow Transport Request Process
- Facilities Maintenance Request Case With Capacity Rebalancing
- Automation Candidate Screening for Repetitive Support Tasks
- Efficiency Indicator Set and Weekly Review Routine
- Support Services Efficiency Improvement Plan Completion

Skills You Will Gain:

- Swimlane Process Mapping
- Flow Metrics Measurement
- Capacity Planning
- Work-in-Progress Control
- Request Triage Design
- Standard Work Design
- Error-Proofing
- Automation Opportunity Screening

Why Attend This Course:

- Deliver a Support Services Efficiency Improvement Plan to the head of support services or administrative affairs director
- Decide which requests to standardise, reprioritise or automate first, based on measured lead time and rework
- Reduce request backlogs, repeated corrections and overtime that come from unmanaged queues and unclear handoffs
- Pass the swimlane template, capacity sheet and standard work checklist to colleagues in other support units

Conclusion:

Back at work, the participant presents the Support Services Efficiency Improvement Plan to the head of support services, who uses it to approve changes to triage rules, staffing patterns and standard work for the selected processes. Requesting departments can be told what turnaround to expect and how to submit complete requests. After the first month of operation, the unit should compare lead time, first-time-right rate and backlog against the baseline, then decide whether to extend the changes to further request types.

Frequently Asked Questions FAQ:

What should participants know before a support services efficiency course?

Participants should already supervise or coordinate support requests and know how work reaches their team. Bringing a month of request data, such as dates received and closed, plus a description of one slow process, makes the case study work directly relevant.

How does a support services efficiency course differ from an office management course?

An office management course covers running the office as a whole, including quality systems, supplies, budgets and vendors. This course concentrates on the flow of internal requests, measuring delay, planning team capacity and improving execution quality in support processes.

What is process cycle efficiency in support services efficiency work?

Process cycle efficiency is value-added time divided by total lead time. In support services it is often low, because most of a request's lead time is spent waiting in queues or between handoffs rather than being worked on.

What do participants take back from a support services efficiency course?

Participants take back a Support Services Efficiency Improvement Plan with a swimlane map, baseline flow metrics, a capacity and triage design, standard work checklists, an indicator set and a weekly review routine for the selected support process.