

HP Education Services Course Overview

Building Quality Culture (H9P30s)



This 1-day course is to help participants build a quality culture in their organizations by raising the Quality awareness and understanding the Quality concept. With improved quality, the process and team productivity will be improved. This will enhance the overall customer satisfaction which leads to business growth.

Why Education Services From HP?

- Hands-on practice
- Customized on-site delivery
- More than 80 training locations worldwide
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- Comprehensive student materials
- Experienced and best-in-the-field HP instructors
- Focus on job-specific skills
- State-of-the-art classroom facilities

Audience

- Those executives and managers who would like to know more about business strategy formulation, balanced scorecard, alignment and implementation. The course is particularly designed for those senior professionals who are facing organization change and need to develop break-through strategy in their organization. It also suits those who would like to understand market trends and explore new business opportunities.

Prerequisites

- Basic marketing and management skills

Course Title:	Strategy in Action
HP Product Number:	H9P30s
Category/Subcategory:	Softskills
Course Length:	2 Days
Delivery Language:	English
To Order:	In HK, please contact HP Education Services on (852) 3070-6692 or email at hp-education.hk@hp.com or visit www.hp.com.hk/education Other countries please visit www.education.hp.com

Outcome

- Participants can achieve business performance by building sound strategies which align with the company direction.
- Participants will be able to identify the pitfalls of their current strategies and will learn to formulate strategy and develop implementation plan with the framework. Participants will be equipped with tools and templates to guide them through the study.

Detail course outline

DAY 1 –

What is strategy

- **What is strategy**
 - Strategy drive Org
 - Org drive Strategy
 - Strategy Formulation / Implementation
 - Consequences of weak strategy
- **The Enterprise Model**
 - Significance of an enterprise model
- **Common pitfalls**
 - Why most strategies fail
 - Strategy Mis-alignment
 - Types of Disconnect
 - Pitfalls of process
- **Strategic Planning Framework**
 - Vision / Mission
 - Balanced Scorecard
 - Organization Structure

System view of an organization

- **Organization as a system**
- **Strategy Map**
 - Financial
 - Customer
 - Process
 - Continuous learning
- **Balanced Scorecard**
 - What is a balanced scorecard
 - Differentiators of Balanced scorecard
 - How to develop the BSC
 - Examples of BSC

STEPS in Strategy Formulation

- **Strategic Intelligence**
 - Gather market intelligence
 - Understand competitive landscape
 - Develop SWOT
 - What is your Vision, Mission
 - What is your blue ocean
- **Strategic Options**
 - Cost
 - Quality as Business Strategy
 - Forward Integration
 - Backward Integration
 - Merger, M/A
 - Alliance
- **Strategy Formulation**
 - The Value Chain
 - Strategy Map
 - Balanced Scorecard
 - Implementation Roadmap
- **Strategy Formulation**
 - Overview of strategic planning process
 - Process to develop strategic objective
 - Strategic objective matrix

DAY 2 –

Strategy Implementation

- **Implementation planning**
 - Implementation Plan
 - Linkage to Strategy
 - Targets linked to BSC
- **Execution Excellence**
 - Review and Monitor
 - Key principles of strategic implementation
 - Tips to ensure implementation excellence

Total participation in making the strategy

- **Total participation**
 - Strategy awareness Goal alignment
 - Linkage with award and incentives
 - Strategy communication
 - Roles and Responsibilities

Strategy as on-going process

- **Strategy as on-going process**
 - Linkage to budgeting
 - Linkage to operation management
 - Linkage to continuous learning

Effective Leadership

- **Effective Leadership**
 - Secure sponsorship
 - Business Excellence System
 - Accountability for strategy
 - Create a performance culture
 - Risk Assessment
 - Tracking and Governance

Potential Problem Analysis

- **Potential Problem**
 - Risk and potential problem
 - Analysis by urgency and impact
 - Contingency Actions
- **Contingent Actions**
 - Develop contingent actions

A Strategic Management System

- **Strategic Management System**
 - Business Excellence System
 - Strategy Focus Organization Readiness profile
- **Principles for achieving strategy focus**
 - Express strategy in operation terms
 - Create alignment
 - Total participation
 - Effective leadership
 - Make strategy a continuous process

