MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

SERVICE CENTER PROCESS WORKFLOW – STREAMLINING OPERATIONS

"Enhancing efficiency, productivity, and service quality through optimized workflow processes."

Schedule

Date	Venue	Fees
28 Oct 2026	Online	USD 450 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Efficient service center operations are critical for customer satisfaction, operational effectiveness, and profitability. Inefficient workflows, delays, and process bottlenecks can lead to poor service quality, customer dissatisfaction, and increased operational costs. Understanding how to analyze, optimize, and streamline service center workflows is essential for improving productivity and performance.

This 1-day intensive online training provides participants with practical tools and methodologies to design, evaluate, and optimize service center processes. Through case studies, interactive exercises, and workflow mapping techniques, participants will learn how to identify inefficiencies, improve operational processes, and enhance overall service delivery.

Objectives

By the end of this course, participants will be able to:

- Understand the principles of process workflow management in service centers.
- Identify inefficiencies and bottlenecks in service operations.
- Apply workflow mapping and process optimization techniques.
- Streamline operations to enhance service quality and customer satisfaction.
- Monitor and continuously improve service center performance.

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Why Attend

- Improve operational efficiency and reduce service delays.
- Enhance customer satisfaction and service delivery quality.
- Learn practical tools for workflow analysis and optimization.
- Reduce operational costs and increase productivity.
- Strengthen professional competence in service center management.

Target Audience

This program is designed for:

- Service center managers and supervisors.
- Operations and process improvement staff.
- Customer service professionals.
- Health, safety, and administrative personnel supporting service operations.
- Team leaders responsible for operational efficiency and workflow management.

Individual Benefits

Key competencies that will be developed include:

- Ability to map, analyze, and improve service center workflows.
- Understanding of process optimization and efficiency techniques.
- Skills to identify and eliminate operational bottlenecks.
- Improved decision-making and operational problem-solving.
- Increased confidence in managing and monitoring service center processes.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Streamlined operations and improved service delivery.
- Enhanced efficiency and productivity of the service center.
- Reduced operational delays and customer complaints.
- Better utilization of resources and time management.
- Strengthened process standardization and continuous improvement culture.

Instructional Methodology

The course follows a blended online learning approach combining theory with practice:

- Strategy Briefings – Principles of workflow management and process optimization.
- Case Studies – Examples of inefficiencies and process improvements in service centers.
- Interactive Discussions – Workflow analysis exercises and scenario-based learning.
- Practical Exercises – Mapping, evaluating, and streamlining operational processes.
- Tools – Process mapping templates, checklists, and performance monitoring guides.

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Course Outline

Detailed 1-Day Course Outline

Training Hours: 9:00 AM – 4:00 PM Format: 4 Learning Modules | Coffee breaks as scheduled | Lunch Break: 01:00 – 02:00

Day 1: Service Center Workflow Optimization

Module 1: Introduction to Service Center Workflow (09:00 – 10:30)

- Overview of service center operations
- Importance of workflow optimization
- Key performance indicators (KPIs)

Module 2: Workflow Mapping and Analysis (10:45 – 12:15)

- Mapping processes and identifying bottlenecks
- Tools for process evaluation
- Measuring workflow efficiency

Module 3: Process Optimization Techniques (01:00 – 02:30)

- Lean principles and continuous improvement
- Eliminating redundancies and improving turnaround times
- Enhancing resource allocation and productivity

Module 4: Best Practices, Monitoring, and Course Review (02:45 – 04:00)

- Implementing workflow improvements
- Monitoring performance and ensuring sustainability
- Key takeaways, action planning, and Q&A

Certification

Participants will receive a Certificate of Completion in Service Center Process Workflow – Streamlining Operations, validating their ability to analyze, optimize, and manage service center workflows to enhance operational efficiency and customer satisfaction.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

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