

## Service Delivery & HSEQ

3 Days

### Rationale/General Objective

Compelling need for consumer satisfaction coupled with recent advancement in office/industrial technology, workplace environment and social responsibility have all pitched organisations on the competitive pedestal to guarantee improved service delivery and enforcement of Health, Safety, Environment and Quality (HSEQ). This programme enables participants to create pro-active service delivery & HSEQ culture that supports agreed organisational proposition.

### Modules

- Organisational proposition and workplace psychology
- Fundamentals of Service Delivery
- Corporate social responsibility and Changing landscape in HSEQ
- Quality Designing, Monitoring & Improvement
- Implementing HSEQ Programme
- International Standards and Best Practices

### Target Participants (Limited Class Size of 25):

- Quality Control Managers
- Facility Managers
- Project Engineers

### Dates & venues

Please call us to confirm.