

# Speciapro Training Institute

## BACKGROUND

BPO is a unique type of business in which a BPO organization acts as an extension of its client's department. This requires extensive understanding of different systems and processes that may be running at the client's premises. Moreover, the same organization also needs to understand the legal and social requirements of the area where the client operates. Contrary to that, in Pakistan, each year, more than 205,000 students appear for different accounting degree / diploma examinations and certifications but only 10,000 qualify as professionals and this leaves a huge gap between ongoing business demand and adequately trained professionals for both domestic and international markets. The planned training includes Systems, Processes, Inventory Management, in an overall environment that also focuses on hands-on training. We are confident that, through these programs, we will be able to produce,

- trained professionals with potential to serve as managers who have understanding of the concepts related to different types of systems, management and control, interdependence and the positive or negative outcome of their actions or inactions.
- trained Inventory Control Managers with a theoretical and practical experience to apply Inventory Management tools and techniques in a variety of business environments.
- Accounting and Finance professionals to generate products for real domestic and international businesses.
- professionals who potentially have a positive contagion effect on peers and others in an organization rather than creating bottlenecks or adversely affecting others performance due to inexperience.
- Soft Business Environment (Pakistan, US and others, as needed)

## COURSES & DURATION

Business Process Outsourcing – 60 hrs.	<ul style="list-style-type: none"> <li>▪ Concepts of BPO</li> </ul>	<ul style="list-style-type: none"> <li>▪ Case Studies</li> </ul>	Advanced MS Excel Course
Processes – 60 hrs.	<ul style="list-style-type: none"> <li>▪ Process Management,</li> <li>▪ Workflow Management,</li> <li>▪ Business Process Management</li> </ul>	<ul style="list-style-type: none"> <li>▪ TSI Process: Accounting, Payroll, Audit, Taxation, CSD, CTM....</li> </ul>	<ul style="list-style-type: none"> <li>▪ On-Job-Training</li> </ul>
System Theory & Concepts – 60 hrs.	<ul style="list-style-type: none"> <li>▪ Concept of ERP, Inventory Management, Document Management....</li> </ul>	<ul style="list-style-type: none"> <li>▪ Data Entry in MS Dynamic GP, eDoX, PoS, etc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ On-Job-Training</li> </ul>

## CLASS FORMAT:

Three Hours	:	5 days-a-week
First Batch	:	10:00 a.m. – 01:00 p.m.
Second Batch	:	02:00 p.m. – 05:00 p.m.
Third Batch	:	06:00 p.m. – 09:00 p.m.

## TRAINING METHODOLOGY & MATERIAL:

- Class Room Approach: 15 students per batch
- Books, Notes, Presentations
- Learning Management System
  - Computer Based Training

## FEE STRUCTURE

Rs.15,000/- lump sum or Rs.5,000/- per month, payable in advance.

## COURSES OUTLINES

### BUSINESS PROCESS OUTSOURCING (BPO)

- What is Outsourcing?
- Factors Driving the Need to Outsource
- Factors Driving Global Outsourcing Efforts
- Types of Outsourcing
- Skills Needed to Manage Outsourcing Efforts
- Ten Common Traps Of Outsourcing
- The Outsourcing Life Cycle
- Strategic Assessment
- Defining Your Needs
- Vendor Assessment
- Identifying And Managing The Costs Of BPO
- Negotiation And Contract Management
- Project Initiation And Project Transition
- Managing The Relationship
- Continuing, Modifying Or Terminating The Arrangement
- Back on the Dance Floor – Repeating The Process
- Industry Best Practice

### WORKFLOW MANAGEMENT

- What are Workflows?
- Types of Workflow
- Workflow Management Systems
- Benefits of Workflow Management
- Modeling Workflows
- Workflow Mathematical Models
- Petri Nets
- Finite State Machines (FSM)
- Business Process & Workflow Management
- Business Process Automation
- Business Process Re-engineering (BPR)
- Process and the Organization
- Continuous Process Improvement (CPI)
- Separation of Management & Execution
- Workflow Applications to Different Areas
- Workflow Management Coalition (WfMC)
- WfMC Reference Model
- Workflow Enactment Service
- Process Definition Tools
- Resource Classification Tools
- Workflow Client Applications
- Standard Worklist Handler
- The Integrated Worklist Handler
- Interactive & Fully Automatic Applications
- Other Workflow Enactment Services
- Administration And Monitoring Tools
- Groupware Functions And Applications
- Distinction Between Workflow Systems & Groupware
- Classification of Workflow Management Software
- Collaborative Technologies Classification
- Workflow Management Trends

## PROCESS MANAGEMENT

- What is a process?
  - *What is a business process?*
- What are the fundamental elements of the work you do?
- Process Mapping
- Process Management - Building a Process List
- Business Process Frameworks
- Process Classification Framework
- SCOR – Supply Chain Operations Reference
- 8-Omega
- Property Development
- Managing Business Processes with a Process Library
- Project Types
- What List
- Work Simplification
- Process Library
- How to Conduct a Work Simplification/ Process Improvement Project
- The Team Studies the Process
- Changeover from Research to Doing
- Benefit and Cost Check List
- Completed Staff Work

## FUTURE OFFERINGS

- Project Management Program
- Professional Development Program

## ADMISSION POLICY

1. All admissions are subject to the discretion of the Management of the Institute. It may refuse to grant admission to any or all subjects without assigning any reasons whatsoever.
2. It is mandatory for all participants to abide by the rules and regulations of the Institute.
8. It is also mandatory for all students to be regular and punctual throughout the duration of the program. Three consecutive absence or late-coming will liable him/her to be expelled from the Institute.
9. Fee, once deposited, cannot be refunded or adjusted against fee payable for any other program.
10. All dues are payable by **10<sup>th</sup>** of every month.
11. For being successful **90%** attendance is must.

## SPECIAPRO TRAINING INSTITUTE

2nd Floor, LSA 1-7, Row #8, ST-4, Block #10, Gulshan-e-Iqbal, Karachi.

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