

Course No.	SC 102	
Course Title:	WORKSHOP ON SERVICE BLUEPRINT AND IMPROVING PROCESS EFFICIENCY “Do not copy any blueprint, design your own ” – Rama	
Target Group: Officers in all Island Services and other staff grade officers, Staff Grade officers of SOEs	Duration: 01 Day	
Main Subject Areas: <ul style="list-style-type: none"> • Introduction to the fundamentals of service and service blueprint • Business Process mapping and packaging a service • Identification of documentation required at each step and preparation of checklists • Reduction of client idle time • Service efficiency improvement 		
Learning Outcomes: On successful completion of the workshop, the participants will have the ability to <ul style="list-style-type: none"> • Identify the key services delivered to citizens • Identify and map the process of each service delivered • Identify the bottlenecks and innovative methods to clear those • Improve service efficiency without any additional cost to the government 		
Course Fees: Rs. 2,500.00*	Medium	English
Evaluation Method	Customized Service Blueprints – five minute individual presentation	
Course Coordinator	Mr.J. Jayasundera	

**Employees of Government Ministries, Departments and Provincial Councils are exempted from paying the course fee. (State Owned Enterprise (SOE) employees are not exempted from Course fee.*