



**LAGOS  
BUSINESS  
SCHOOL**

PAN-ATLANTIC UNIVERSITY

# CALENDAR OF PROGRAMMES 2019



**AACSB**  
ACCREDITED



ASSOCIATION  
**AMBA**  
ACCREDITED






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This calendar of programmes contains the details of our open enrolment seminars for the year 2019. While every effort has been made to avoid schedule changes in the compilation of this calendar, it is, however, possible that some alterations may occur during the course of the year.

Besides these titles, new seminars may be added. All changes will be subsequently announced on the LBS website [www.lbs.edu.ng](http://www.lbs.edu.ng) and through our regular mailings and advertisements.



# ABOUT

Lagos Business School (LBS) is the graduate business school of Pan-Atlantic University (formerly Pan-African University). LBS offers academic programmes, executive programmes and short courses (customised to specific company needs, as well as open-enrolment courses) in management education. Its offerings have been ranked among the best in Africa as it systematically strives to improve the practice of management on the continent. The business school's efforts have been recognised by several world-class accreditations and rankings. Besides the quality bar set at world-standards, LBS programmes also stand out because of the emphasis on professional ethics and service to the community.

Education at LBS is comprehensive, drawing on the experiences of a multinational faculty and participants. Learning is participant-centred and uses the case study method and the group work approach. Activities hold on the school's purpose-built facilities whose lecture halls see more than 3,000 participants yearly from indigenous and multinational companies. These attest to the expert teaching, the relevance of the programmes and the overall benefits derived from attending.

LBS has a robust alumni association with more than 6,000 members. This asset base, as well as the close relationship with the corporate world, ensures that the programmes offered, as well as having international standards, also has local relevance.

Learning at LBS is based on a Christian conception of the dignity of man, of society and economic activity. The Prelature of Opus Dei, an institution of the Catholic Church, takes responsibility for guaranteeing that this vision underlies all teaching, publishing and research activities of the School.

LBS is a member of the Association of African Business Schools (AABS), the Global Business School Network (GBSN), the Principles for Responsible Management Education (PRME), AACSB International-The Association to Advance Collegiate Schools of Business and the Graduate Management Admission Council (GMAC), alongside 220 leading graduate business schools worldwide. GMAC is an organisation of leading graduate management schools in the world and the owner of the GMAT exam.

In recognition of the quality of Lagos Business School's programmes and of being structured in line with global best practices, it has received several international accreditations. LBS is the first business school in West, East and Central Africa regions to be accredited by The Association of MBAs (AMBA). This puts LBS amongst the exclusive group of only 2% of business schools in 70 countries to achieve this accreditation. The Association to Advance Collegiate Schools of Business (AACSB) has also accredited LBS, the first institution to be so recognised in all of West Africa. LBS thus joined the league of less than 5% of business schools globally, to be accredited by AACSB in December 2016. This accreditation affirms Lagos Business School's undeniable commitment, over the last 25 years, to world-class standards in teaching, learning, research, academic and professional management.

LBS is listed among the top 50 global business schools on The Economist magazine's 2018 Executive MBA ranking. The school has been ranked every year, since 2007 by the Financial Times of London, amongst the top global providers of open enrolment executive education and in custom executive education since 2015. LBS is the only school in Africa to feature on CEO Magazine's global MBA rankings.

## OUR MISSION

**LBS is a community of people committed to creating and transmitting management and business knowledge based on a Christian conception of the human person and of economic activity relevant to Nigeria and Africa at large. We strive to be a world-class business school which will have a significant impact on the practice of management.**

## REGISTRATION

Prior registration is mandatory to secure a place in the seminars and executive programmes. Registration is also required to receive the joining instructions and other materials that will be sent ahead of programme commencement. You may choose one of these options to register for an open seminar or executive programme:

1. Send an email to us at [execed@lbs.edu.ng](mailto:execed@lbs.edu.ng) indicating the full name(s), email address of the participant, company name (if applicable) and mobile number.
2. Register online at <http://portal.lbs.edu.ng/> or [www.lbs.edu.ng](http://www.lbs.edu.ng)
3. Call the Executive Education Department Tel: 234-1-7740280, 8991449, 7901510  
Mobile: 234-8025014623; 08025014624; 08058097448.
4. Write to the Executive Education Department Lagos Business School, Pan-Atlantic University, Kilometer 22, Lekki-Epe Expressway, Ajah, Lagos or P. O. Box 73688, Victoria Island, Lagos.

## PAYMENT

Fees stated cover tuition, course materials, and meals, and are inclusive of VAT. Bookings are confirmed only with the payment of fees. Payments can be made via cash, cheque or online.

All cheques should be written in favour of Lagos Business School. The School reserves the right to close registration before the start of a programme to maintain effective class sizes.

## CANCELLATION AND REFUND POLICY

If you must cancel your registration for any reason, please notify us by sending an email to [exceedsales@lbs.edu.ng](mailto:exceedsales@lbs.edu.ng) at least five business days before the start date of the programme you wish to attend. You can utilise amounts paid for programmes you were unable to attend for other programmes in the School. Refund of fees paid will be made less a 20 percent administrative charge if a notification is received at least five business days to the date of the seminar. No refunds will be made for no-show situations.

## DISCOUNTS

We offer the following discounts via:

1. Alumni: A 15 percent discount applies to all financial LBS alumni; individuals who have previously completed an executive or academic programme at LBS. Alumni must be up-to-date in their payment of the Association's membership dues to qualify for this discount.
2. Corporate Partner Programme: Discounts across all programmes are available to participating companies.
3. Open Seminar Group Booking: Five or more nominees from a company for a seminar attracts a 10 percent discount per person. Payment must be made for 5 or more nominees for discount to apply.
4. Early Bird: A 10 percent discount applies to individual nominees who pay at least six (6) weeks ahead of the scheduled seminar. Up to four nominees attract a 10 percent discount

## PROGRAMME VENUE

All LBS programmes hold on the School's Campus and at our other centres outside Lagos for our upcountry programmes, except for in-company seminars which may take place at the client's location. The School is located at Kilometer 22, Lekki-Epe Expressway, Ajah, Lagos. We also have our Abuja training centre at CBN International Training Institute, 2, Lasale Crescent, off Shehu Shagari way, Maitama, Abuja and our Port Harcourt centre at 15, Mini Akama Close, Rebi Gardens, GRA 4, by Mopol 19, off Mummy B Road, Port Harcourt, Rivers State.

## ACCOMMODATION

Our programmes are non-residential and the duration ranges from one to five days for seminars and four to six months for executive programmes (which are structured in a modular format where participants are expected to be on campus for one week per module over the period of a programme). Should you require accommodation, a list of hotels is provided on our website and updated periodically.

## CRÈCHE

A well-equipped crèche is available for babies of participants aged between 2 and 12 months. Please make the necessary arrangements in advance by downloading the crèche registration form from our website [www.lbs.edu.ng](http://www.lbs.edu.ng).

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# OPERATIONS & MANAGEMENT INFORMATION SYSTEM





**5 DAYS | ₦455,000**

# DEVELOPING ANALYTICAL COMPETENCIES FOR MANAGING OPERATIONS

## OVERVIEW

All too often, organisations' failure could be traced to lack of planning and proper execution of operational activities. This programme is designed to equip participants with the skills and competencies required to plan the allocation of resources to execute the operational activities of a firm in the most efficient manner, particularly during difficult times.

## PROGRAMME

### Decision Process and Decision Making Tools

- Value creation through operations management
- The characteristics of service operations
- Strategies for decision analysis
- Decision trees and sequencing decision

### Process Management

- Process flow design
- Input/output analysis
- Queue management/operations planning and scheduling
- Statistical process control

### Forecasting & Aggregate Planning

- Capacity planning
- Enterprise Resource Planning (ERP)
- Forecasting and inventory management
- Inventory Models

### Logistics and Distribution Management

- Distribution planning
- Logistics and supply chain management
- Logistics planning and analysis

### Operations Costs and Resource Optimisation

- Financial planning
- Activity-based costing
- Ethical issues
- Measuring operational performance

## KEY LEARNING OUTCOMES

Acquire analytical capability for operations management

## TARGET AUDIENCE

Operations managers in service and manufacturing companies

**LAGOS**

**JULY  
1–5**

## FACULTY

Dr Frank Ojadi  
Dr Marvel Ogah  
Dr Obinna Muogboh  
Emeka Ojiabo  
Rose Ogbechie  
Ed Ogbonnaya





5 DAYS | ₦455,000

# EFFECTIVE PROJECT MANAGEMENT

## OVERVIEW

In today's global and dynamic business environment, the need to quickly deliver on new business initiatives is becoming a critical competitive success factor. Increasingly, organisations are using projects to introduce new products and innovations to the business environment. Hence, effectively managing projects, tight schedules and budget is becoming an important business imperative. Organisations need to quickly assemble human resources, focus on objective and deliver results.

The aim of this seminar is to provide valuable ideas and insights that will help those that work on projects to do a better job serving the organisation, provide value, derive enjoyment from the project, and inspire all other project stakeholders. The programme will introduce the participants to core project management principles and develop skills required for effective management of organisational projects. This course will support participants in taking their performance to a higher level of effectiveness, responsibility and leadership.

The programme offers an immersion into the knowledge and competencies for effective project management and leadership. Skills will be built up through targeted lectures, readings, presentations, peer group learning and case studies, discussed in study groups with the aim of introducing new ideas and theories that challenge participant's existing perspectives. In the process, the participants will learn

how to use project management practices to deliver value to the organisation. Emphasis is placed on the use of modern computer software package for planning and monitoring. The programme is composed of three Learning Modules. Each module will address a set of core managerial skills required in the lifecycle of a project. The programme will comprise sessions covering the nine bodies of knowledge outlined in PMBOK® Guide: project initiation; project charter and scope; work breakdown structure; costing; scheduling; resource planning; communication; risk management; monitoring and control; stakeholder management; change management; procurement; human resource issues; and closing.

This is a management programme that is also offered by competing institutions. However, most of these competing programmes are tailored towards helping participants obtain professional certifications. The LBS version of this seminar has survived over 18 years because of our focus, structure and unique delivery approach. We employ a diversified team of experts, including practitioners and academics to deliver the programme. It is delivered in such a way that professional managers are equipped with practical skills required to lead effective project teams.

This seminar is designed for individuals who are responsible for planning, managing and monitoring projects within organisations.

LAGOS

MAY  
20 – 24

## FACULTY

Dr Obinna Muogboh  
Dr Frank Ojadi  
Dr Olayinka David-West  
Babatunde Makun  
Kayode Ayo  
Ngozi Nwoko  
Benibo David-West



## PROGRAMME

### Strategic Context of Projects

- Definition of project
- Introduction to project management
- Organisational context of projects
- Project charter and scope
- The project team

### Project Planning

- Work breakdown structure
- Cost estimation and budgeting
- Activity scheduling
- Resource planning and management
- Project communication
- Project quality plan
- Project risk analysis
- Project management tools

### Project Execution

- Project launch – kick-off
- Monitoring and control
- Stakeholder management
- Change management
- Project procurement
- Contract administration
- Human resource issues
- Project evaluation
- Ethics in project management
- Project closing

## KEY LEARNING OUTCOMES

- Understanding the strategic role of projects
- Organisational concepts for projects
- Project evaluation and selection
- Project planning and scheduling
- Cost estimation and budgeting
- Resource management
- Stakeholder management
- Risk management
- Procurement and contract administration
- Project monitoring and control
- Project governance and ethics
- Hands-on experience using Microsoft Office Project software

## TARGET AUDIENCE

- Project managers and programme coordinators
- Executives, senior managers, project engineers in telecommunications, IT, and manufacturing firms
- Managers and executives who are responsible for sponsoring, evaluating or monitoring projects in the service sector (banks, insurance, healthcare, etc.)
- Partners and senior associates in architectural and engineering firms





3 DAYS | ₦275,000

# EFFECTIVE SERVICE MANAGEMENT

## OVERVIEW

As we continue to evolve in this digital and highly connected world, an increasing proportion of our population is engaged in the service sector. In order to gain competitive advantage, traditional manufacturing businesses are also increasing the level of services provided to their customers. To meet the objectives of satisfying customers' needs and even exceeding them profitably, organisations must first discover and understand what customers expect and must then design, organise and operate their business so as to meet these expectations. This programme will help participants appreciate the art of service excellence and learn how to improve the quality of service delivered to customers. It will enable participants acquire the skills and techniques for successful, cost-effective management of service delivery systems.

This course has been designed to help executives better appreciate the art of service excellence and learn how to improve the quality of service delivered to customers. It has been designed to help services staff and support teams better appreciate the service concept and learn how to improve the quality of service delivered to their customers. It will also help participants appreciate that customer service is a key differentiating factor which sustains competitive advantage in the marketplace.

Participants gain competitive advantage in this new digital world by learning how to design and manage customer service delivery system. This 3-day programme will be highly interactive and practical using case studies and exercises to deliver learning objectives.

## PROGRAMME

### The Service Concept & Strategy

- Customer service leadership
- The service concept & culture
- Differentiation through service excellence
- Managing the service relationships

### The Service Delivery System

- Developing an effective service operations
- Service delivery system design
- Capturing the voice of the customer
- Service Capacity Planning, Scheduling and Control

### Improving the Service Delivery System

- Service performance management
- Handling service failures and customer complaints
- Practical tips on how to provide outstanding customer services
- Technology and service tools

## KEY LEARNING OUTCOMES

- Appreciate the service concept and important service operations issues
- Learn practical strategies, tools and techniques on how to design and manage the processes that deliver excellent customer services
- Learn the art of managing customer expectations and providing quality customer experience
- Learn how to leverage on technology to deliver excellent customer service
- Understand the needs of customers, manage the processes that deliver the services, and ensure business objectives are met
- Learn practical strategies, tools and frameworks they can employ to understand, assess and improve the performance of their service operations

LAGOS

OCTOBER  
2 – 4

## FACULTY

Dr Obinna Muogboh  
Dr Frank Ojadi  
Dr Ogechi Adeola  
Dr Tayo Otubanjo  
Nkem Anigbogu



## TARGET AUDIENCE

- Service managers and service executives in companies or organisations who wish to strengthen their competitive position by improving their service delivery system
- Entrepreneurs and service business owners who want to learn how to improve the performance of their service operations
- Frontline service executives, operations managers, and executives in the service delivery business







5 DAYS | ₦455,000

# SMART BUSINESS DECISION: THE POWER OF DATA ANALYSIS

## OVERVIEW

In the unfolding competitive global economy, companies face the challenge of evolving strategies and practices to compete effectively. With the increasing trend of economic globalisation and the attendant high level of business uncertainties, organisations are now faced with the challenge of coming up with high quality decision-making systems. A generally acknowledged challenge in Nigeria is the lack of reliable sources of information for decision makers. This inadequacy provides a compelling reason for organisations to evolve efficient and effective strategies to generate information for high quality decision-making.

This seminar provides participants with an opportunity to acquire necessary skills to enable them serve as catalysts for high quality fact-driven decision making. A good understanding of the business environment under which a firm operates is a necessary condition for evolving and implementing effective strategic initiatives in any enterprise. This general management seminar will enhance managers' ability to make intelligent decisions in the presence of uncertainty. It introduces decision-making best practices to managers ranging from simple descriptive analysis, associative analysis, to business intelligence. It provides a good understanding of the techniques required to plan and execute business various types of data studies. The PC revolution has dramatically changed how information is gathered

and analysed in the workplace. Hence, practical sessions, using computer systems, will be employed in the class to simulate real-life decision-making scenarios. The use of computers will complement our traditional case based learning approach. Participants will be required to perform hands-on, computer-based analysis of some of the cases that will be discussed during the seminar.

While few competing local programmes have typically focused on academic researchers and analysts, this seminar is unique and advances the school's mission by focusing on practical managerial skills that will enhance the quality of decision makers. The Smart Business Decision: The Power of Data Analysis seminar will be delivered by a faculty of experts.

## PROGRAMME

### Business Decisions and the Statistical Process

- Business uncertainties and decision making process
- Statistical process and description of data
- Graphical exploration of data
- Use of software for data analysis
- Ethical considerations in data analysis
- Measures of business profitability

### Looking Beyond the Obvious

- Sampling and data collection
- Statistical inferences and testing of hypotheses
- Correlation and simple linear regression

LAGOS

JUNE  
17–21

## FACULTY

Dr Bongo Adi  
Ikechukwu Kelikume  
Dr Olayinka David-West  
Dr Tayo Otubanjo

## PROGRAMME CONT'D

### Associative and Predictive Analysis

- Model building: Multiple linear regression
- Demand forecasting
- Data mining and business intelligence
- Planning and Executing Data Studies
- Design of business studies
- Conjoint analysis
- Preparation and effective presentation of reports

### Applications

- Market research process
- Customer satisfaction studies
- Gathering and interpreting economic data

## KEY LEARNING OUTCOMES

- An understanding of how to make smart business decisions despite uncertainties
- An understanding of the role of information in managerial decisions and business performance
- Strategies for effective and efficient managerial decision making process
- Knowledge of designing, planning and executing data studies to answer specific business questions
- Ability to improve managerial decision making by incorporating associative and predictive business analysis
- An understanding of market analysis and customer satisfaction studies
- Knowledge of integrating customer data mining and business intelligence

## TARGET AUDIENCE

- Middle to senior-level managers in private and public sector organisations whose roles require a good understanding of data-driven decision making
- Business analysts and strategy advisors whose job is to source and analyse business data and recommend the best available options to enhance the performance of their organisation
- Marketing and product team leads who would like to learn about how best to read market trend and use it to drive business operations







3 DAYS | ₦275,000

# LOGISTICS AND SUPPLY CHAIN MANAGEMENT

## OVERVIEW

Logistics and supply chain management has been described as the planning and coordination of the activities necessary to achieve the desired levels of service at the lowest possible cost. The seminar explores key managerial tasks that should be coordinated and controlled to achieve an efficient and effective logistics and supply chain organisations. It focuses on helping participants gain new insights into the application of tools and how this can transform their competitive position.

## PROGRAMME

- Understanding international logistics and supply chain concepts
- Logistics customer service management
- Developing logistics philosophy and planning
- Procurement of goods and services within the supply chain
- Legal issues in logistics
- Ethical issues in logistics
- Exploring the applications of the contracts of trade
- Category management within the context of domestic procurement.
- Inventory management
- What are inventories?
- Inventory roles in the supply chain
- Warehouse concepts and application
- Supply chain simulation and financial issues
- The beer game
- Lesson from the game
- Transportation/Haulage of goods
- Financial considerations
- IT application of people issue
- IT applications to logistics /SC
- People make logistics happen
- Performance management

## KEY LEARNING OUTCOMES

Participants on this programme will acquire and internalise the skills and tools necessary to efficiently and effectively manage their organisation's logistics and supply chain and especially during difficult times.

## TARGET AUDIENCE

Logistics and supply chain managers, material management managers and those who are relatively new to the profession. Also, the programme will cater to those in public sector logistics.

LAGOS

OCTOBER  
14 – 16

## FACULTY

Dr Frank Ojadi  
Dr Marvel Ogah  
Dr Obinna Muogboh  
Uche Attoh



3 DAYS | ₦275,000

# STRATEGIC PROCUREMENT AND CONTRACT MANAGEMENT

## OVERVIEW

Typically, many businesses in Nigeria have always encouraged reactive procurement management which hurts corporate governance and profitability. The consequence of poor procurement management manifests in extensive delay, high cost and abandoned projects. Also, in most sectors of our economy, contract expenditures are in excess of 50% of company revenue and therefore cannot be ignored. Procurement therefore, is an arm of huge potential for cost savings.

## PROGRAMME

- Understanding customer and business requirements
- Positioning for strategic procurement
- Supply management analysis and application
- Strategic sourcing methods
- Application of sourcing tools
- Ethical issues in procurement
- Bidding and evaluations
- Contract management and supplier relationship
- Legal aspects of contracts
- Negotiation in contracting context
- Managing supplier relationships
- E-sourcing and programme management.

## KEY LEARNING OUTCOMES

- Learn the skills and tools for efficient/effective procurement management
- Apply the skills/tools to improve organisation procurement
- Learn to apply specific skills in different contexts

## TARGET AUDIENCE

- Procurement/Contracting Managers
- Supply chain and administrative managers of banks and public sector companies

LAGOS

JUNE  
18 – 20

PORT-HARCOURT

NOVEMBER  
13 – 15

## FACULTY

Dr Frank Ojadi  
Dr Obinna Muogboh  
Uche Attah  
Rose Ogbechie





2 DAYS | ₦170,000

# POST-AWARD CONTRACT EXECUTION/MANAGEMENT

## OVERVIEW

**This programme provides knowledge and skills to assure requirements in contracts are delivered, maximising value to buyer. The focus is on setting up contract execution for success, from start-up, to ongoing performance, and close out of the business relationship between the buyer company and its supply chain partners. The aim is to identify contractual and extra-contractual mechanisms for realising the objectives of the procurement and contract strategy, and exceeding the value delivery expectations to the contracting parties.**

## PROGRAMME

- Review procurement routes leading to award of contracts
- Different types of contracts and implications in execution
- Transition planning for incoming and outgoing contractors
- Initiate contract start-up, meetings, roles, etc
- Manage contract performance and relationship (including ethics and compliance)
- Contract clauses that govern control measures
- Forms of dispute resolution and application
- Ethical issues in procurement
- Contract close-out

## KEY LEARNING OUTCOMES

Ability to:

- Develop and plan contract execution in line with contracting best practices
- Manage contract implementation goals and objectives to achieve optimum value improvement
- Execute contract award in accordance with the agreed terms and conditions
- Understand ethics and compliance issues and dilemmas in contract management

## TARGET AUDIENCE

The programme is targeted at:

- Senior managers involved in procurement/contract execution
- Supply chain and administrative managers of companies in the service sector – public and private

LAGOS

NOVEMBER  
19 – 20

PORT-HARCOURT

SEPTEMBER  
9 – 10

## FACULTY

Dr Frank Ojadi  
Dr Obinna Muogboh  
Uche Attah  
Rose Ogbechie



3 DAYS | ₦255,000

# DRIVING EFFICIENCY AND OPERATIONAL PERFORMANCE

## OVERVIEW

In today's highly competitive environment, being a lean organisation has become extremely important. This seminar provides participants with strategic knowledge and skills to apply lean principles in their organisations. Participants will gain an overview of the Toyota Production System and the origins and principles of lean methodology and will develop a working knowledge of its supporting tools and techniques. The seminar covers the five stages to lean, waste-free operations, including the application of mapping and continuous improvement tools, and offers an opportunity to work as a team with fellow participants and implement lean principles in a realistic operations simulation and Kaizen event regarding value enhancement, lean startup methodology, practical method for lean pillar deployment in contemporary manufacturing and service-oriented organisations. In today's complex business environment, characterised by pervasive economic uncertainty, increasing customer expectations, and intensifying competition, organisations are constantly seeking to develop and execute a winning strategy especially on cost reduction and continuous improvement as per quality product and service delivery. The lean methodology encourages continuous improvement, which is a long-term process where small changes are implemented systematically. These changes to processes are incremental and

increase quality and efficiency. The term 'Lean Management' refers to an end to end business process and system for organising and managing product development, manufacturing, operations, service, suppliers, customer relations, and the overall enterprise. Lean applies in every business and process. It is not a cost reduction programme, but an approach to optimise end to end processes towards having maximum value for everybody through the systemic identification and elimination of losses. This intensive three-day seminar begins with an exploration of lean principle, methodology, tools, types, and categorisation of wastes via loss stream, lessons from the Toyota production system (TPS), concepts of efficiency and productivity, and case discussion. The second day will focus on Lean Archetype, lean supply chain (Lean in the value-adding stream), lean-based accounting, and practical sessions of lean implementation in manufacturing and service organizations. The final day will address lean architecture, lean deployment, lean implementation, Process Kaizen Event (PKE), lean maturity, and ethical aspects of lean thinking.

LAGOS

JULY  
22 – 24

## FACULTY

Dr Marvel Ogah  
Dr Frank Ojadi



## PROGRAMME

### Fundamentals of Lean Thinking and Methodology

- Concepts of efficiency and productivity improvement (Paradigm Shift)
- Lean methodology and principles
- Lean tools (e.g., Gemba, 5s, Visual management, PDCA)
- Root-causes and types of wastes / losses in manufacturing and service organizations
- Value stream mapping and maximisation via a lean approach
- Video tutorials
- Case discussion

### Lean Archetype: Office, Service, and Manufacturing

- Lean in Manufacturing Organisations
- Lean in service organisations
- Lean in office and IT
- Lean metrics
- Lean supply chain: value chain lean implementation
- Lean-based accounting fundamentals and application
- Practical industrial lean game/experience (Industry experience/expertise)

### Lean Deployment

- Lean architecture: operating system, mindset & behavioral capabilities, and management infrastructure
- Practical lean deployment: operational pillar approach for manufacturing and service organisations
- Lean implementation pillars: Standard Daily Work (SDW), Plan Maintenance, Safety, Health, & Environment (SHE), Focused Improvement, Training & Development, Early Management, Quality.
- Process Kaizen Event (PKE) and class exercise
- Lean maturity and continuous improvement
- Video on lean application
- Ethical aspects of a lean enterprise: business, people, and environmental implications

## KEY LEARNING OUTCOMES

- Utilise lean tools in driving efficiency and productivity towards the elimination of key losses and waste in the operational value stream
- Learn to match employee mindset and behaviour to a productive and efficient operating system in eliciting "waste-free" operations
- Appraise business needs, improvement potential, change capability, and 'know-how' for the success and sustenance of a lean system in an ethical manner

## TARGET AUDIENCE

- Team leaders and middle to senior-level managers in operations roles (Managers of Plants, Operations, Production, Engineering, Quality & Assurance, and Logistics & Supply Chain)
- Senior executives and business leaders in banks, insurance, health-care, and service organisations



3 DAYS | ₦275,000

# BUSINESS PROCESS IMPROVEMENT METHODOLOGIES

## OVERVIEW

The need to develop effective business performance improvement strategies has never been greater in Nigeria than it is today. The economy is growing slowly, and it is characterised by high cost of funds, materials, and services. Companies in all sectors are therefore seeking new ways to improve their financial performance, market share, customer satisfaction and employee contribution to the business.

This seminar will afford participants the opportunity to learn different approaches and methods used to improve the performance of business processes to make them effective and efficient

## PROGRAMME

### Process Management

- Business process definition
- Continuous process improvement or re-engineering
- Business process modelling

### Process improvement tools

- QFD and competitive benchmarking
- Six sigma quality
- Value creation through process improvement
- Process re-engineering

### Problem-Solving Tools

- Techniques for problem-solving
- Activity-based costing
- Process performance measures
- Total quality management

## KEY LEARNING OUTCOMES

Participants will learn different practical approaches and methods for improving the performance of their business process towards achieving corporate goals.

## TARGET AUDIENCE

This programme is specially designed for Senior Executives of organisations with responsibilities for business process/quality improvement.

LAGOS

JUNE  
25 – 27

## FACULTY

Dr Yinka David-West





# DEVELOPING RESPONSIBLE LEADERS FOR AFRICA AND THE WORLD

## Reservations/Additional Information

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