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Operational Excellence in People Services Training Course

30 May – 3 June 2027
Kuala Lumpur

Operational Excellence in People Services Training Course

Ref: 2622_99717 **Date:** 30 May – 3 June 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Operational Excellence in People Services is a 1-week training course for people operations leads, service centre supervisors and process owners who run hiring, onboarding and payroll handoffs, and who leave with a people services improvement charter. Employees now expect fast, accurate answers from the people function, and every delay in an offer letter or a pay correction erodes trust. Jupiter Prime Training brings Operational Excellence in People Services into one practical course.

Why Operational Excellence in People Services Matters Now

Three forces shape people services today. Employees compare every request with the self-service speed of consumer apps, so slow approvals and repeated form-filling now read as poor care. Finance leaders scrutinise the cost of each transaction, from a new starter record to a salary change. Line managers want clearer ownership when a case crosses teams. An organisation that maps and measures these flows cuts rework, protects pay accuracy and frees specialists for advisory work; one that ignores them gathers backlogs and frustrated new joiners.

Who Gains Most from Operational Excellence in People Services

- Leads owning end-to-end flows such as joiner-mover-leaver
- Supervisors running service desks and case queues
- Specialists responsible for payroll inputs and pay corrections
- Coordinators managing offer approvals and first-day readiness
- Analysts preparing service level and process performance reports

The greatest gain comes when a recruitment, onboarding and payroll trio from the same people services unit attends together and maps one shared handoff chain.

Operational Excellence in People Services Capabilities

Participants turn scattered people transactions into visible, measured flows with named owners and agreed service standards.

- Map a hire-to-pay flow at task level, showing every handoff and wait — process owners
- Calculate cycle time, first-time-right rate and backlog age for people cases — service leads
- Design service level agreements and escalation rules for enquiry queues — line managers
- Specify root causes of payroll input errors with structured problem solving — payroll owners
- Build a tiered service model separating self-service, desk and specialist cases — function heads
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Communicate improvement priorities through a visual performance board — leadership teams

Key Operational Excellence in People Services Terms

- Value stream map — a picture of every step, handoff and wait a people request passes through.
- First-time-right rate — the share of cases completed correctly without rework or correction.
- Service level agreement — an agreed promise on response and resolution times.
- Handoff — the point where a case passes from one team or system to another.
- Tiered service model — routing simple requests to self-service, routine ones to a desk and complex ones to specialists.
- Process waste — any activity adding time or cost without helping the employee or manager.

Operational Excellence in People Services Day by Day

Day 1: People Services as a Value Chain

- Employee Journey Moments — Which Transactions Shape Trust Most
- Service Catalogue Inventory — Scoping Which People Requests to Improve First
- Customer Voice Interviews With Managers — Defining What Good Service Means
- Cost-to-Serve Estimate Per Transaction — Setting the Improvement Case
- Process Ownership Matrix — Assigning Accountability Across Recruitment and Payroll

Day 2: Mapping Hiring, Onboarding and Payroll Flows

- Current-State Value Stream Map — Exposing Waits Between Offer and First Day
- Swimlane Diagram of Joiner Handoffs — Clarifying Who Acts at Each Step
- Payroll Input Calendar and Cut-Off Mapping — Preventing Late Pay Changes
- Waste Walk Through People Processes — Spotting Duplicated Approvals and Forms
- Data Field Ownership Audit — Ending Re-Keying Between Recruitment and Payroll Systems

Day 3: Measuring Service and Quality

- Cycle Time and Touch Time Measures — Separating Effort From Waiting
- First-Time-Right and Error Logs — Tracking Accuracy of Pay and Records
- Service Level Agreement Drafting — Agreeing Response Times With Line Managers
- Case Queue Ageing Report — Prioritising Backlogs Before They Escalate
- Employee Effort Score Surveys — Hearing How Hard Requests Feel

Day 4: Redesigning the Service Model

- Five Whys and Fishbone Analysis — Locating Root Causes of Pay Corrections
- Future-State Map With Standard Work — Fixing One Way to Onboard
- Tiered Service Routing Rules — Deciding Self-Service, Desk or Specialist Handling
- Mistake-Proofing Checklists for New Starter Records — Stopping Errors at Entry
- Visual Performance Board and Daily Huddle — Sustaining Gains Within the Team

Day 5: Practising the People Services Improvement Charter

- Selecting One Priority Flow From the Mapped Value Streams — Focus Choice
- Setting Baseline Measures and Target Service Levels — Evidence for Sponsors
- Sequencing Redesign Actions Across Owners and Systems — Realistic Rollout Order
- Peer Challenge of Charters Using Waste and Root-Cause Lenses — Stress Testing
- Completing the People Services Improvement Charter — Ready for Sponsor Sign-Off

Applying Operational Excellence in People Services After the Course

- Lead a two-hour value stream mapping session on the hire-to-first-pay flow and share the waits found with each process owner.
- Start a weekly queue ageing and first-time-right report for employee cases, reviewed at a short daily huddle.

Operational Excellence in People Services Questions FAQ

What is operational excellence in people services and why does it matter now?

Operational excellence in people services is the discipline of mapping, measuring and streamlining transactions such as hiring, onboarding and payroll changes. It matters now because employees expect quick, accurate service and leaders want lower cost per transaction without losing care.

Which roles gain most from operational excellence in people services?

People operations leads, shared service desk supervisors, payroll input owners and onboarding coordinators gain most. You benefit most if you own a process that crosses several teams.

How does operational excellence in people services differ from a people strategy course?

Operational excellence in people services works at transaction level rather than strategy level. A strategy course sets workforce direction; this one maps flows, measures cycle time and accuracy, and redesigns routine requests, with cases from banking and manufacturing.

What do you bring back from operational excellence in people services?

You bring back an improvement charter for one priority people flow. It holds a current-state map, baseline measures, target service levels and sequenced redesign actions with named owners.

Operational Excellence in People Services: The Way Forward

The people services improvement charter first informs which flow to redesign and what service level to promise managers. Process owners and their sponsor use it to agree actions and track results. After the first redesign cycle, revisit the tiered service model: as self-service absorbs routine requests, specialist roles and queue rules usually need fresh thought.