

BUSINESS RECOVERY & CONTINUITY MANAGEMENT

PRESENTED BY
KC YAN

International trainer and
Principal Consultant at ITD World



AVAILABLE VIA
E-WORKSHOP



LEARN ANYTIME AND ANYWHERE!



SAVE
COST



SAVE
TIME



STAY
SAFE



STAY
AHEAD

INTRODUCTION



As business organizations prepare to get back their businesses up and running post COVID19 pandemic lockdown, there is a need to have a systematic business recovery and continuity management process in place. This implies the need for maintaining (planning & re-organizing) business functions quickly resuming them with an immediate term, short-term, medium-term and a longer-term phase.

Phase 1: Immediate term – crisis management dealing with pain points (customer service reconfiguration, cash flow optimization – inflow, outflow and balance sheet modelling and quick actions)

Phase 2: Short term – survival management dealing with alternative revenue generation and cost management and employee morale

Phase 3: Medium term – business continuity focus on key clients, key operating models, opportunity models based on certain intelligent scenarios planning

Phase 4: Long Term – sustainable transformation by turning the recovery curve faster than your competition through new customer value creation business models that are more agile and future customer centric



PROGRAM DELIVERABLES



Morning Session

1. This workshop will assist the team to focus sharply, move quickly while at the same time not losing your strategic capability built on the following business continuity strategy model



- We will help you to put together a “work-stream” based organization that supersedes current functional organizations and hierarchy to move the 5-point imperatives
- **Stream 1** – reviewing customer strategies and product delivery model
- **Stream 2** – determining critical priorities
- **Stream 3** – resource reallocation and spends
- **Stream 4** – leadership role to communicate and gain employee engagement
- **Stream 5** – balance sheet modelling and cash flow management
- We will provide some decision making and action mobilization templates to help you to then bespoke it for your own organization.

Afternoon Session

2. We will introduce to you an adapted daily meeting format (AGILE SCRUM) that tracks from the top of the house, to middle management and to the front line using a MSC tracking mechanism. (M – Must Dos, S – Should Dos, C- Could Dos)

MONTHLY SHORT-TERM SPECIFIC GOALS & TARGET AS MSCs

M = What **MUST** You Do This Month?

S = What Else **SHOULD** You Do This Month?

C = What Extra **COULD** You Do This Month?

3. We will use the AwE model to help you construct a more long-term resilient business capability that designs

A Agility

- **Agile Managers**
- **Agile Employees**
- **Agile Systems**

W Workforce, Workplace, Workflow

- **Workforce**
- **Workplace**
- **Workflow**

E Engaged

- **Shared Vision**
- **Empowered**
- **Enabled**



AGILE³

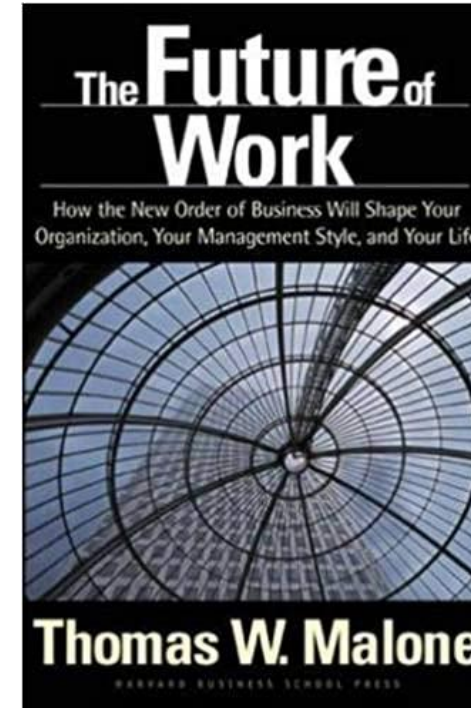
Agile Employees
Agile Managers
Agile Systems



ENGAGED

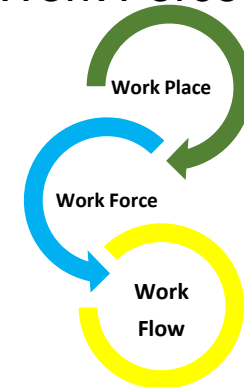
Shared Vision
Empowered
Enabled

AWE-some Leaders



WORK³

Work Place
Work Flow
Work Force



AWE-some Culture

METHODOLOGY

The workshop will be delivered using a zoom remote learning platform incorporating use of:

- a) Chat Rooms
- b) Breakout Virtual Rooms
- c) Polls
- d) Videos
- e) Short Lectures
- f) Action Planning



COURSE LEADER'S PROFILE:

KC YAN



- Senior Principal Consultant at ITD World with over 40 years of international experience.
- Ex Sr Human Resources Director, Asia-Pacific and Japan of Freescale Semiconductor, Swiss Reinsurance and Motorola. Headed the human capital function responsible for 23,000 employees across 12 different countries in the AP region.



- KC managed cross functional projects leading teams from the Americas, Europe, Middle East and Africa as Global HR Senior Leadership Team member.
- Held different roles from Supervisor to Supply Chain and Manufacturing Operations Manager before moving into Human Resources, OD, Learning & Development and HR Business Partnering.
- Transformed business strategies into executable human capital change initiatives that showed in strategic results.
- Certified Coaching & Mentoring Professional and Masters in Industrial Management from University of East Asia, Macau.



www.itdworld.com

Follow us on    / ITD WORLD



© ITD World 2020. All rights reserved.

MALAYSIA

ITD PENANG (Head Office)

Tel: +604 228 3869

E-mail: itdpg@itdworld.com

ITD KUALA LUMPUR

Tel: +603 6203

E-mail: itdkl@itdworld.com

U.S.A

ITD U.S.A

Tel: +480 545 2878

E-mail: itdusa@itdworld.com

SINGAPORE

ITD INTERNATIONAL PLE LTD

Tel: +65 9737 5109

E-mail: itdsg@itdworld.com

THAILAND

INTERNATIONAL ITD LTD

Tel: +662 116 9336 to 7

E-mail: itdbkk@itdworld.com

VIETNAM

ITD VIETNAM

Tel: +84 28 38 258 487

E-mail: itdhcmc@itdworld.com

PHILIPPINES

ITD CONSULTING GROUP INC

Tel: +632 887 7428

E-mail: itdmanila@itdworld.com

CAMBODIA

ITD-LDC

Tel: +855-23 555 0505

E-mail: itdcambodia@itdworld.com

INDONESIA

ITD-GLC

Tel: +6221 2930 8710

E-mail: itdjakarta@itdworld.com

MYANMAR

ITD - BCTC

Tel: +959 765 222 103

E-mail: itdmyanmar@itdworld.com

BANGLADESH

INTERNATIONAL ITD LTD

Tel: +880 173 070 4688

E-mail: itdbangladesh@itdworld.com



LEARN ANYTIME & ANYWHERE



SAVE COST



SAVE TIME



STAY SAFE



STAY AHEAD