



TEXTILE RENTAL MANAGEMENT COURSE

*Lane End Conference Centre, High Wycombe
Sunday 22 to Friday 27 February 2004*

TIMETABLE SUMMARY

EUAN DIXON - COURSE CHAIRMAN

Sunday 22 February

14.00 – 15.00 hrs	Arrival and meet in lounge	Euan Dixon, Course Chairman
15.30 – 17.30 hrs	Teamwork & Motivation <ul style="list-style-type: none">• Teamwork• Communication• Team working in practice	Alan Beach, Course Trainer & David Stevens, Commercial Chairman
18.45 – 19.30 hrs	Reception	
19.30 hrs	Dinner, followed by an Introduction to the TSA	David Stevens Chairman, Commercial Services Committee & Murray Simpson

Monday 23 February

08.00 – 08.45 hrs	Breakfast	
09.00 – 09.30 hrs	Introduction to the Course and Company Case Study Forming of syndicates for duration of the course.	Course Chairman & Course Trainer
09.30 - 13.00 hrs (including coffee break)	Marketing and Sales <ul style="list-style-type: none">• Principles of marketing• Strategy planning• Market Research• Product Development• Advertising & PR• Sales Techniques• Sales Management	Case Study used as illustration
13.00 - 14.00 hrs	Lunch	
14.00 - 15.45 hrs	Marketing and Sales continued <ul style="list-style-type: none">• Company case study exercise• Assessment of results	
15.45 - 16.00 hrs	Tea break	

16.00 - 18.00 hrs	Customer Service <ul style="list-style-type: none">• Defining Good Customer Care• Skills and Knowledge• Role of Management• Customer retention & development strategies	Non related syndicate exercise
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20.00 hrs	Dinner with guest - Master of Worshipful Company of Launderers	Margaret Sheppard
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Tuesday 24 February

08.00 - 08.45 hrs	Breakfast	
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08.45 - 09.15 hrs	Results of Service Company Case Study Exercise	Issue revised operating position
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09.00 - 12.45 hrs (including coffee break)	The Human Resource <ul style="list-style-type: none">• Recruitment and Selection• Interviewing Skills• Induction• Training and Development• Qualifications• Appraisals & Performance• Communication & briefing	Individual syndicate exercises used as illustration - not part of the company case study
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13.00 - 14.00 hrs	Lunch	
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14.00 - 16.30 hrs (including tea break)	Finance <ul style="list-style-type: none">• Profit and Loss Accounts• Forecasting• Debtor Control• Stock Control/Stock Ratios• Depreciation	
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16.30 - 18.30	Finance (continued) <ul style="list-style-type: none">• Company Cases Study Exercise• Assessment of exercise	
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20.00 hrs	Dinner	
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Wednesday 25 February

08.00 - 08.45 hrs	Breakfast	
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9.00 - 12.45 hrs (including coffee break)	Resource Management	Case Study used as illustration
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13.00 – 14.00 hrs	Lunch	
14.00 - 15.45 hrs	Transport, Distribution and Route Planning <ul style="list-style-type: none"> • Distribution Function • Transport Costs • Vehicle Selection • Route Planning • Legal Requirements • Staff Recruitment and Training 	Case Study used as illustration
15.45 – 16.00 hrs	Tea	
16.00 – 17.30 hrs (including tea break)	Production Systems <ul style="list-style-type: none"> • Garment Systems • Flatwork Systems • Production Management 	
17.30 – 19.00	Production/Energy/Transport Company Case Study	Company Case Study exercise and analysis
20.00 hrs	Dinner	

Thursday 26 February

08.00 - 08.45 hrs	Breakfast	
08.45 – 09.00 hrs	Review of Operations Case Study Exercise	Issue revised operating position
09.00 - 11.30 hrs (including coffee break)	Employment Legislation <ul style="list-style-type: none"> • Terms and Conditions of Employment • Employment Protection • Discipline and Dismissals 	Syndicate exercises as illustrations only
11.30 - 12.45 hrs	Health and Safety <ul style="list-style-type: none"> • Legislative Requirements • Safe Systems of Work • Safety Audits 	Quiz for illustration only
13.00 - 14.00 hrs	Lunch	
14.00 - 15.30 hrs	Purchasing and Supply <ul style="list-style-type: none"> • The Buying Function • From a renter's viewpoint • From a supplier's viewpoint • Price v Cost 	Case Study used as illustration

15.30 - 15.45 hrs	Tea	
15.45 - 17.00	Company Case Study Exercise using information presented in today's lectures.	
	Assessment of exercise	
17.00 - 18.00	Review of Syndicates performance during the company case study exercises	
	<ul style="list-style-type: none"> • Key learning points and overview 	
20.00 hrs	Dinner, TSA President's address followed by Delegates interview of Roger Salmon on leadership skills	Roger Oliver, TSA President Roger Salmon, Smarts Group

Friday 27 February

08.00 - 08.45 hrs	Breakfast	
09.00 - 10.15 hrs	Quality Management Systems and ISO 9000 Series	
	European and International Standards for Laundering	
10.15 - 10.30 hrs	Coffee break	
10.30 - 11.30 hrs	Delegate Presentations - 5 year business plans	Present final operating position of company
		The presentation must be based on the operating performance of the company case study Assessment of Course chairman Course Trainer and Commercial Section Chairman
11.30 - 12.00 hrs	Overview of Course and top five actions to implement on return to business	
12.00 - 12.15 hrs	TSA Training opportunities	
12.15 - 12.45 hrs	Presentation of Course Certificates	Murray Simpson
13.00 hrs	Lunch, followed by departure	