



THE UNITED REPUBLIC OF TANZANIA
INSTITUTE OF ACCOUNTANCY ARUSHA



SHORT COURSE ANNOUNCEMENT
ON
GENERAL OFFICE PRACTICE AND KAIZEN PHILOSOPHY APPLICATION FOR
CONTINUOUS IMPROVEMENT

(04th – 08th March 2019 - IAA Arusha Campus, Arusha)

1.0 COURSE BACKGROUND

The office is the administrative center of a business. It is a central place where all sorts of clerical work are done to coordinate and control the affairs of the whole organization. Despite of the differences in specific functions of organizations office practices remain the same. This course is designed to enable participants have an understanding of various office practices and the KAIZEN philosophy. This will enable them have continuous improvement in their day to day business operations and hence increase productivity.

2.0 LEARNING OUTCOMES

At the end of the course, participants will be able to learn:

- Understand the office and business environment
- Understand administrative systems in office environment
- Improve business and interpersonal communication practices in the office
- Practice Health and Safety measures in the Office
- Understand ergonomics in Office environment and layout
- Adhere to professional ethics
- Proper handle of office records
- Understand the KAIZEN Philosophy
- Apply the 5s in KAIZEN Philosophy for continuous improvement to achieve high quality, high quantity and reduced cost of production.

3.0 TARGET PARTICIPANTS

The course is intended for Office supervisors, office assistants, executive assistants, clerical assistants, open and confidential registry personal, human resource officers , other officers in various professional areas and any other person or group in need to be equipped with general office practice skills and wishing to have continuous improvement by applying the KAIZEN philosophy.

4.0 METHODOLOGY

The course will be conducted through lectures, discussions, case studies analysis.

5.0 FEES & MODE OF PAYMENT:

The fee for the course is **TZS 850,000/=** (say **Eight Hundred and Fifty Thousand only**) to cover for training material, tea and lunch. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course in Arusha. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch. Early registration is highly encouraged and appreciated.**

6.0 DATE, DURATION AND VENUE:

This course will be conducted from **04th – 08th March 2019 (5 working days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

7.0 CONTACT PERSONS

For more details please don't hesitate to contact any of the following:

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