

# Crestcom Business Productivity Accelerator (BPA)

*Helping Alberta businesses strengthen performance, streamline operations, and achieve measurable results.*



For more information or to register for the program please contact:

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Current Tuition:  
\$6,750 + GST

February 1, 2026 Tuition: 7,060 + GST

## Our Concept

What drives sustainable productivity growth in Alberta businesses? We asked hundreds of business leaders and their answers pointed to one theme: ***Continuous improvement.***

Crestcom's BPA Program helps organizations translate leadership capabilities into business process improvement, operational efficiency, and measurable performance gains.

Participants develop advanced skills in:

- Process and systems optimization
- Performance management and accountability
- Customer experience and quality improvement
- Problem-solving and innovation
- Change management and resource planning
- Communication and cross-functional collaboration

Over 250 organizations across Western Canada—from construction to manufacturing to professional services—have strengthened their operations through the Crestcom approach.

## Program Format

The Crestcom BPA is a structured, instructor-led business improvement series delivered over 12 consecutive months. Each monthly session (approx. 4 hours) focuses on two key productivity drivers. Participants complete 48 total hours of applied training and implement 24 Business Action Plans with measurable outcomes. Training may be attended virtually or in person in Alberta.

**CRESTCOM**

## 2021–2025 ROI Highlights

### Real Business Impact Across Alberta

📈 **\$2.8 million in new or retained revenue** generated through operational improvements

💰 **\$1.9 million in verified cost savings** from process efficiencies and resource optimization

🕒 **68,000+ productivity hours gained** through improved scheduling, delegation, and workflow design

~**45% improvement in customer satisfaction** across participant organizations.

**530 new innovations implemented** to enhance efficiency and service delivery

💡 ~**30% improvement** in operational risk mitigation through stronger systems and decision frameworks

## Productivity Insights

*“For every hour of Crestcom training, participants unlocked nearly one additional hour of productive capacity back on the job.”*

*“Organizations captured over \$250K in annual cost reductions through leaner workflows and smarter resource use.”*

*“Within the first quarter, most teams reported measurable ROI — faster project delivery, better accountability, and stronger operational systems.”*

## Crestcom BPA Curriculum Topics

Month	Core Themes	Focus
January	<b>Performance Coaching &amp; Results Alignment</b>	Improve team output through targeted feedback and measurable goals
February	<b>Workforce Optimization &amp; Inclusion in Operations</b>	Build effective, diverse teams to drive productivity and retention
March	<b>Negotiation &amp; Change Agility</b>	Strengthen decision-making and adaptability during operational shifts
April	<b>Ethical Decision Systems &amp; Generational Collaboration</b>	Optimize team cohesion and reduce conflict across work styles
May	<b>Executive Presence &amp; Strategic Influence</b>	Streamline communication and accelerate decision processes
June	<b>Trust and Customer Value Creation</b>	Align internal performance with customer outcomes
July	<b>Strategic Execution &amp; Innovation Systems</b>	Apply process mapping and continuous improvement methods
August	<b>Accountability and Bias Awareness in Workflow</b>	Eliminate inefficiencies and improve workplace equity
September	<b>Adaptive Management Styles</b>	Leverage personality data to optimize task assignment and motivation
October	<b>Business Ownership Mindset &amp; Resilience</b>	Strengthen agility and proactive problem-solving
November	<b>Focus, Time, and Resource Management</b>	Optimize scheduling, prioritization, and task flow
December	<b>Conflict Resolution and Team Synergy</b>	Improve collaboration and reduce time lost to inefficiencies

## Results-Oriented Learning

### Measured Development:

Participants set quantifiable performance goals and report results using Crestcom’s Business Action Plan framework.

### Revisit and Relearn:

Each session builds an internal library of business improvement tools, case studies, and digital modules to reinforce learning and application.

### Accountability:

Through structured debriefs and reporting, participants track implementation progress and measurable productivity gains across operations, cost, quality, and service dimensions.

# Crestcom Business Process Accelerator (BPA)

## Program Course Outline and Learning Goals

JANUARY

### **Performance Coaching & Results Alignment**

Strengthen accountability systems and apply structured performance feedback to improve team output and consistency.

FEBRUARY

### **Workforce Optimization & Inclusion**

Use workforce planning and inclusion indicators to enhance recruitment, retention, and operational collaboration.

MARCH

### **Negotiation Systems & Change Agility**

Apply structured negotiation and change-management frameworks to reduce implementation risk and accelerate adoption.

APRIL

### **Ethical Decision Systems & Multigenerational Productivity**

Integrate ethical decision tools into operations and leverage generational diversity to enhance efficiency and engagement.

MAY

### **Operational Influence & Strategic Communication**

Improve organizational communication flows to support timely decisions and efficient execution.

JUNE

### **Trust and Customer Value Systems**

Strengthen internal trust and customer-service processes to increase satisfaction and repeat business.

JULY

### **Strategic Execution & Innovation**

Align key performance metrics with innovation and process improvement to drive measurable productivity gains.

AUGUST

### **Accountability and Bias Reduction**

Implement accountability scorecards and bias-aware reviews to optimize project evaluation and resource allocation.

SEPTEMBER

### **Adaptive Management & Creative Problem-Solving**

Use adaptive management models and structured problem-solving tools to generate efficient solutions.

OCTOBER

### **Financial Acumen & Business Agility**

Apply financial indicators and agility principles to improve decision-making, cost control, and resource use.

NOVEMBER

### **Focus and Delegation Systems**

Develop time-management and delegation processes that reduce waste and increase team throughput.

DECEMBER

### **Conflict Resolution and Team Synergy**

Strengthen collaboration through structured conflict resolution and performance-aligned team integration.

# Crestcom Business Process Accelerator (BPA)

## Program Delivery Details

### Delivery Method:

Training is delivered through public cohort sessions where participants from diverse industries engage in structured, instructor-led learning focused on business process improvement and operational performance.

- **Format:** 4 hours of classroom or virtual training per month over 12 consecutive months (48 total instructional hours).
- **Application:** Each monthly session includes two applied modules (2 hours each) designed to improve productivity, efficiency, and measurable business outcomes.
- **Follow-Up:** An additional 12 hours of facilitated debrief and implementation sessions reinforce application of tools and frameworks within participants' workplaces.
- **Accessibility:** No prerequisites are required—participants may begin in any month and integrate immediately into the rotating monthly curriculum.
- **Delivery Mode:** Training is conducted virtually via Zoom, with optional in-person sessions available for organizations that elect onsite facilitation.

### Measurement & Assessment of Learning:

Training outcomes are measured through a structured performance-tracking system that emphasizes business improvement, operational efficiency, and measurable ROI.

- **Competency Assessment:** Participants complete self-assessments at the start, midpoint, and conclusion of the program to evaluate progress in key productivity competencies such as driving results, improving processes, optimizing resources, and enhancing collaboration.
- **Business Action Plans:** After each module, participants develop a short Action Plan identifying one measurable improvement they will implement in their workplace (e.g., process change, cost reduction, or workflow enhancement).
- **Monthly Debrief Sessions:** Follow-up meetings review Action Plan progress, reinforce learning application, and create accountability for achieving tangible outcomes.
- **Results Reporting:** Each participant submits 12 Results Reports demonstrating quantifiable impacts—such as cost savings, time efficiencies, risk mitigation, or innovation gains—to validate business outcomes before graduation.
- **Program Completion:** Participants who complete all instructional sessions and submit their Results Reports receive a Certificate of Completion recognizing applied achievement in business productivity improvement.

# Crestcom Business Process Accelerator (BPA)

## Program Delivery Details

### Core Productivity Competencies:

The program strengthens measurable capabilities that directly support business process improvement and operational performance.

Participants develop core competencies in:

- **Process Optimization:** Identifying and removing inefficiencies in daily operations.
- **Drives for Results:** Setting measurable goals and ensuring accountability for outcomes.
- **Business and Financial Acumen:** Using data and financial indicators to guide operational decisions.
- **Operational Agility:** Adapting systems and workflows to respond to change quickly and effectively.
- **Collaboration and Client Focus:** Coordinating across teams and departments to improve customer value and service delivery.
- **Innovation and Continuous Improvement:** Applying structured problem-solving to generate new ideas and efficiencies.

These competencies align with Crestcom's global competency framework while mapping to the Canada Alberta Productivity Grant's productivity-skills categories: Business Process & Operations Management, Technical, and Digital & Technological Skills.

### Accreditations & Partnerships:

Crestcom programs are recognized and supported by leading professional and industry bodies, reinforcing the credibility and applicability of the training across business sectors.

Affiliated and endorsed by:

- Canadian Construction Association
- Certified General Accountants Association of Canada
- Institute of Leadership and Management
- Project Management Institute (PMI) Worldwide
- Purchasing Management Association of Canada
- The Engineering Institute of Canada
- BC & Alberta Trucking Associations