Mastering Six Sigma Training Course: For Customer-Facing and Non Customer-Facing Fields

07 - 11 Jul 2025
Kuala Lumpur

AGILE LEADERS
Training Center

Mastering Six Sigma Training Course: For Customer-Facing and Non Customer-Facing Fields

Ref.: 36345_262755 **Date:** 07 - 11 Jul 2025 **Location:** Kuala Lumpur **Fees:** 4400 **Euro**

Course Overview:

The course provides a complete approach to mastering Six Sigma principles, focusing on process improvement, defect reduction, and quality management. Participants will gain hands-on experience with Six Sigma methods, preparing them for roles such as green belt, black belt, and beyond. Whether you're in manufacturing, healthcare, IT, finance, or customer service, this Lean Six Sigma training equips you with the skills to lead data-driven projects that drive operational excellence.

Target Audience:

- Project Managers
- Operations Managers
- Quality Assurance Professionals
- Customer Service Team Leaders
- IT Managers
- Engineers
- Marketing Managers
- Human Resources Managers
- Six Sigma Green Belt and Black Belt Candidates
- Government Professionals

Targeted Organizational Departments:

- Operations and Quality Assurance Departments
- Customer Service Departments
- Call Center Management
- IT Departments
- Manufacturing and Engineering Departments
- Human Resources
- Marketing and Sales Teams

Targeted Industries:

- Manufacturing and Production
- Healthcare
- IT and Software Development
- Financial Services
- Retail and E-Commerce
- Government and Public Sector

- Telecommunications
- Construction and Engineering

Course Offerings:

By the end of this course, participants will be able to:

- Apply DMAIC and DMADV methodologies in process improvement projects.
- Lead customer service improvement initiatives using Six Sigma tools.
- Manage call center operations with enhanced process control.
- Implement Six Sigma in manufacturing and engineering processes.
- Utilize Six Sigma tools for financial management and IT process optimization.
- Conduct root cause analysis and defect reduction strategies.
- Lead teams in applying Six Sigma techniques across departments.

Training Methodology:

The course uses a combination of case studies, hands-on exercises, group discussions, and real-world applications to enhance learning. Participants will work through interactive sessions to practice DMAIC and DMADV methodologies in various industries, from manufacturing to customer service. Through feedback sessions, statistical analysis exercises, and process improvement simulations, learners will gain the confidence to apply Six Sigma principles in both customer-facing and internal processes. The course also emphasizes continuous improvement and includes data-driven decision-making techniques, ensuring that participants leave with practical, applicable skills.

Course Toolbox:

- DMAIC and DMADV process templates
- Lean Six Sigma certification exam guides
- Case studies from customer service, manufacturing, and healthcare sectors
- Process improvement checklists
- Online resources for continued Six Sigma education

Course Agenda:

Day 1: Introduction to Six Sigma & Lean Principles

- **Topic 1:** What is Six Sigma? Introduction and Core Principles
- **Topic 2:** Understanding DMAIC and DMADV Methodologies
- **Topic 3:** History and Evolution of Six Sigma
- **Topic 4:** Lean Concepts and Waste Reduction Strategies
- **Topic 5:** Six Sigma Certification Levels Yellow, Green, Black Belts
- **Topic 6:** Introduction to the SIPOC Model and Stakeholder Analysis
- **Reflection & Review:** Overview of Six Sigma's Importance in Various Fields

Day 2: Six Sigma Methods & Techniques

- **Topic 1:** Statistical Process Control SPC Basics
- **Topic 2:** Using Control Charts for Process Monitoring
- **Topic 3:** Voice of the Customer VOC and Customer-Centric Quality
- **Topic 4:** The 5 Whys and Root Cause Analysis
- **Topic 5:** Value Stream Mapping Techniques
- **Topic 6:** Defining Critical to Quality CTQ Characteristics
- **Reflection & Review:** Practical Applications of Six Sigma Methods

Day 3: Data-Driven Decision Making

- **Topic 1:** Data Collection Techniques: Continuous vs. Discrete Data
- **Topic 2:** Process Mapping and Swimlane Diagrams
- **Topic 3:** Hypothesis Testing and Regression Analysis
- **Topic 4:** Pareto Analysis and Identifying Key Problem Areas
- **Topic 5:** Measurement Systems Analysis MSA and Gage R&R
- **Topic 6:** Developing and Using Cause and Effect Diagrams
- **Reflection & Review:** Case Study on Data-Driven Problem Solving

Day 4: Process Improvement & Optimization

- **Topic 1:** Solutions Selection Matrix and Prioritization Techniques
- **Topic 2:** Cost-Benefit Analysis for Solution Implementation
- **Topic 3:** Developing Control Plans for Sustainability
- **Topic 4:** Implementing Six Sigma in Customer Service and Call Centers
- **Topic 5:** Piloting and Testing Improvements
- **Topic 6:** Techniques for Continuous Process Improvement
- **Reflection & Review:** Process Improvement Simulation Exercise

Day 5: Advanced Applications of Six Sigma

- **Topic 1:** Six Sigma in Different Industries Healthcare, Manufacturing, IT
- **Topic 2:** Project Management in Six Sigma: Timelines and Budgeting
- **Topic 3:** Visual Management and KPI Dashboards
- **Topic 4:** Team Management and Role Assignments in Six Sigma Projects
- **Topic 5:** Control Charts in Minitab and Advanced Statistical Techniques
- **Topic 6:** Closing a Six Sigma Project with Documentation and Reflection
- **Reflection & Review:** Comprehensive Review and Q&A

How This Course is Different from Other Six Sigma Training Courses:

The course provides a balanced approach for service and non-service industries, covering traditional Six Sigma methods and techniques while offering specialized training for customer service improvement and process optimization in fields like healthcare and IT. It includes real-world case studies tailored for specific industries and practical application of Six Sigma in everyday operations. This course combines online training flexibility with intensive, hands-on learning, setting it apart from other standard Six Sigma training programs.

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.

AGILE LEADERS
Training Center

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Gamified and
Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.

Our Training
Cate gories

We cover a wide range of training categories to cater to different needs and interests

Branding, Marketing, Customer Relations, & Sales Programs
Finance and Accounting Programs
Human Resources Management Programs
Management & Leadership Programs

Political & Public Relations Programs
Project Management Programs
Quality & Process Management
Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.

Where to
Find Us

You can join our training programs at our centers located in

We also offer online training sessions through the Zoom platform.

Malaysia	Morocco	Spain	France	UK	Italy	Egypt	Turkey	Georgia	Azerbaijan	UAE
Kuala Lumpur	Casablanca	Barcelona	Paris	London	Rome	Cairo Sharm El-Sheikh	Istanbul	Tbilisi	Baku	Dubai

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