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

26 - 30 Jan 2025
Bangkok

AGILE LEADERS
Training Center

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

Ref.: 36345_262802 **Date:** 26 - 30 Jan 2025 **Location:** Bangkok **Fees:** 5200 **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 Project Finance

- **Topic 1:** Overview of Project Finance Concepts
- **Topic 2:** Key Players and Stakeholders in Project Finance
- **Topic 3:** Project Finance vs. Corporate Finance
- **Topic 4:** Phases of Project Finance: Planning to Execution
- **Topic 5:** Legal and Regulatory Frameworks in Project Finance
- **Topic 6:** Financial Structure and Risk Allocation in Project Finance
- **Reflection & Review:** Discussing the Importance of Strategic Planning in Project Finance

Day 2: Financial Modelling and Structuring in Project Finance

- **Topic 1:** Introduction to Financial Modelling for Projects
- **Topic 2:** Debt Financing and Equity Financing in Projects
- **Topic 3:** Building a Complete Financial Model
- **Topic 4:** Project Costing and Budgeting Techniques
- **Topic 5:** Understanding Cash Flow Statements in Project Finance
- **Topic 6:** Case Study: Successful Financial Models in Large-Scale Projects
- **Reflection & Review:** Practical Application of Financial Models in Real-World Projects

Day 3: Risk Management in Project Finance

- **Topic 1:** Identifying Risks in Project Finance
- **Topic 2:** Risk Mitigation Techniques for Project Financing
- **Topic 3:** Credit and Operational Risks in Project Finance
- **Topic 4:** Legal and Environmental Risks in Project Finance
- **Topic 5:** Role of Insurance in Project Finance Risk Management
- **Topic 6:** Building Resilient Risk Frameworks in Project Finance
- **Reflection & Review:** Key Strategies for Mitigating Project Finance Risks

Day 4: Advanced Financing Techniques in Project Finance

- **Topic 1:** Debt Structuring and Syndicated Loans in Project Finance
- **Topic 2:** Bonds and Private Placements: Maximizing Capital
- **Topic 3:** International Project Financing: Overcoming Global Challenges
- **Topic 4:** Structuring Equity Financing for Large Projects
- **Topic 5:** Leveraged Financing in High-Capital Projects
- **Topic 6:** Green Financing and Sustainability in Modern Project Finance
- **Reflection & Review:** Analyzing the Impact of Different Financing Techniques on Project Success

Day 5: Project Finance Case Studies and Best Practices

- **Topic 1:** Case Study: Financing in Renewable Energy Projects
- **Topic 2:** Public-Private Partnerships PPPs in Project Finance
- **Topic 3:** Best Practices in Project Finance Governance
- **Topic 4:** Cross-border Project Finance and Global Collaboration
- **Topic 5:** Project Closeout and Post-Completion Financial Management
- **Topic 6:** Certification Exam Preparation and Key Takeaways
- **Reflection & Review:** Recap of the Entire Course and Preparation for Next Steps in Project Finance

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

CONTACT US

UAE, Dubai Investment Park First

+971585964727
+447700176600

sales@agile4training.com

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
Kuala Lumpur

Morocco
Casablanca

Spain
Barcelona

France
Paris

UK
London

Italy
Rome

Egypt
Cairo
Sharm El-Sheikh

Turkey
Istanbul

Georgia
Tbilisi

Azerbaijan
Baku

UAE
Dubai

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