

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

23 – 27 August 2027
Abu Dhabi

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Ref: 36345_76155 **Date:** 23 – 27 August 2027 **Location:** Abu Dhabi **Fees:** 4700 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

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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

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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

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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.