



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

24 - 28 Jan 2027
Amman



AGILE LEADERS
Training Center



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

Ref.: 36345_25757 **Date:** 24 - 28 Jan 2027 **Location:** Amman **Fees:** 4100 **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.



Training Course Categories

Agile PM and Project Management Training Courses

Certified Courses By International Bodies

Communication and Public Relations Training Courses

Data Analytics Training and Data Science Courses

Environment & Sustainability Training Courses

Finance and Accounting Training Courses

Governance, Risk and Compliance Training Courses

Human Resources Training and Development Courses

IT Security Training & IT Training Courses

Leadership and Management Training Courses

Legal Training, Procurement and Contracting Courses

Maintenance Training and Engineering Training Courses

Marketing, Customer Relations, and Sales Courses

Occupational Health, Safety and Security Training Courses

Personal & Self-Development Training Courses

Quality and Operations Management Training Courses

Secretarial and Administration Training Courses



Training Cities

Accra Ghana	Al Jubail Saudi Arabia	Amman Jordan
Amsterdam Netherlands	Athens Greece	Baku Azerbaijan
Bangkok Thailand	Barcelona Spain	Berlin Germany
Cairo Egypt	Cape town South Africa	Casablanca Morocco
Chicago USA	Doha Qatar	Dubai UAE
Frankfurt Germany	Geneva Switzerland	Istanbul Turkey
Jakarta Indonesia	Johannesburg South Africa	Kuala Lumpur Malaysia
Kuwait Kuwait	Langkawi Malaysia	Lisbon Portugal
London UK	Madrid Spain	Manama Bahrain
Marbella Spain	Milan Italy	Montreux Switzerland
Munich Germany	Muscat Oman	Nairobi Kenya
New York USA	Paris France	Phuket Thailand
Porto Portugal	Prague Czech Republic	Riyadh Saudi Arabia



Training Cities

Rome

Italy

San Diego

USA

Seoul

South Korea

Sharm El-Sheikh

Egypt

Singapore

Singapore

Tashkent

Uzbekistan

Tbilisi

Georgia

Tokyo

Japan

Toronto

Canada

Trabzon

Turkey

Vienna

Austria

Zanzibar

Tanzania

Zoom

Online Training