



# الدورة التدريبية لإتقان ستة سيجها للمجالات الخدمية والداخلية



**AGILE LEADERS**  
Training Center

19 - 23 Jan 2027  
الدار البيضاء

## الدورة التدريبية لإتقان ستة سيجما للهجالات الخدمية والداخلية

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### 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

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

## Day 2: Six Sigma Methods & Techniques

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

## Day 3: Data-Driven Decision Making

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

## Day 4: Process Improvement & Optimization

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

## Day 5: Advanced Applications of Six Sigma

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

## 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.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية اندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



بورنو - البرتغال



برلين - ألمانيا



برشلونة - إسبانيا



براغ - جمهورية التشيك



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



زنجبار - تنزانيا



روما - إيطاليا



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سنغافورة - سنغافورة



سان دييغو - الولايات المتحدة الأمريكية

## مدن التدريب



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الأمريكية



فيينا - النمسا



فرانكفورت - ألمانيا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



لشبونة - البرتغال



لانكاوي - ماليزيا



كاب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا



لندن - المملكة المتحدة

## مدن التدريب



نيروبي - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا



مونترنو - سويسرا



نيس - فرنسا

# 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.



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