الدورة التدريبية لإتقان ستة سيجما للمجالات الخدمية والداخلية

17 - 21 May 2027

الكويت

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Training Center

الدورة التدريبية لإتقان ستة سيجما للمجالات الخدمية والداخلية

المرجع: 36345_60288 التاريخ: 17 - 21 May 2027 الموقع: الكويت الرسوم: 5500 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

Course Agenda:

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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:

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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.

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فئات الدورات التدريبية

الدورات التدريبية في مجال البيئة والاستدامة

دورات إدارة الجودة وتطوير العمليات

دورات إدارة و تحليل البيانات ودورات علم البيانات

دورات إدارة و تطوير الموارد البشرية

دورات الأمن السيبراني ودورات تقنية المعلومات

دورات الاتصال الجماهيري و السياسات والعلاقات العامة

دورات التدريب القانوني والمشتريات والتعاقدات

دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات

دورات الحوكمة وإدارة المخاطر والامتثال

دورات السكرتارية و إدارة المكاتب

دورات الصحة والسلامة والأمن المهني

دورات الصيانة ودورات المجالات الهندسية المتنوعة

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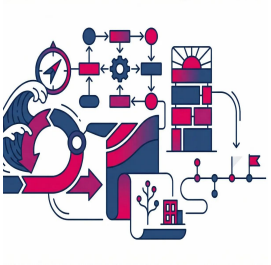
فئات الدورات التدريبية

دورات المحاسبة و التمويل و دورات الإدارة المالية

دورات المهارات الشخصية وتطوير الذات

دورات في مجالات القيادة والإدارة

دورات معتمدة من قبل هيئات دولية



دورات مكتب إدارة المشاريع وإدارة المشاريع الرشيقة

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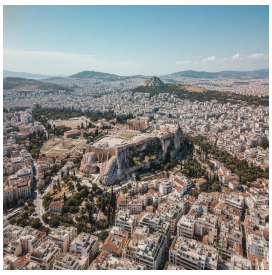
مدن التدريب

أبوظبي - الإمارات العربية المتحدة



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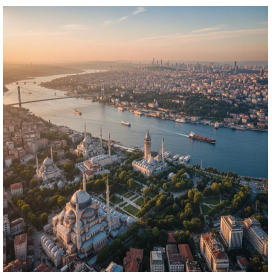
أكرا - غانا

أمستردام - هولندا



اسطنبول - تركيا

الجبيل - المملكة العربية السعودية

الدار البيضاء - المغرب

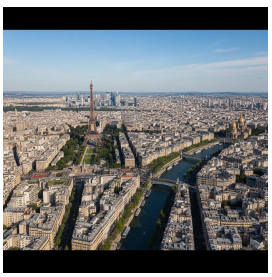
الدوحة - قطر

الرياض - المملكة العربية السعودية

القاهرة - مصر

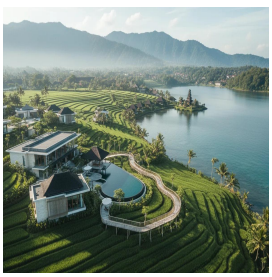
الكويت - الكويت

المنامة - مملكة البحرين

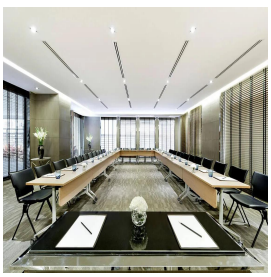


باريس - فرنسا

باكو - أذربيجان



بالي - جمهورية إندونيسيا



بانكوك - تايلند

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مدن التدريب

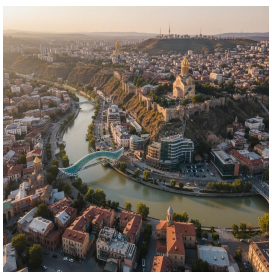
براغ - جمهورية التشيك

برشلونة - إسبانيا

برلين - ألمانيا

بورتو - البرتغال

بوكيت - تايلاند



تبليسي - جورجيا

تورنتو - كندا

جاكرتا - جمهورية إندونيسيا

جنيف - سويسرا

جوهانسبرغ - جنوب إفريقيا

دبي - الإمارات العربية المتحدة

روما - إيطاليا

زنجبار - تنزانيا

سان دييغو - الولايات المتحدة الأمريكية

سنغافورة - سنغافورة

سيول - كوريا الجنوبية

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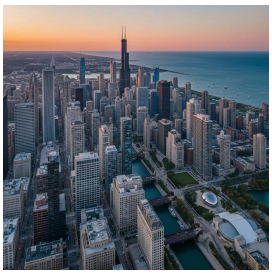
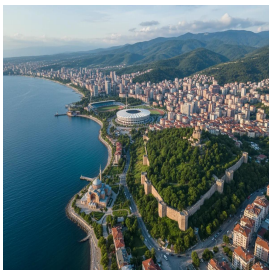
مدن التدريب

شرم الشيخ - مصر

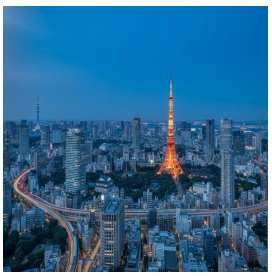


شيكاغو - الولايات المتحدة الأمريكية



طرابزون - تركيا

طشقند - أوزبكستان

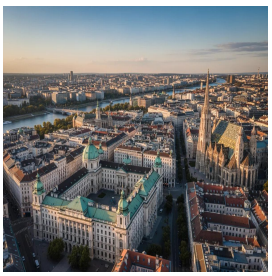


طوكيو - اليابان

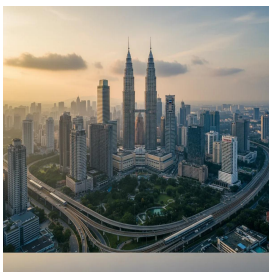
عمان - المملكة الاردنية الهاشمية

عن بعد - منصة زووم

فرانكفورت - ألمانيا



فيينا - النمسا



كواللامبور - ماليزيا

كيب تاون - جنوب إفريقيا

لانكاوي - ماليزيا

لشبونة - البرتغال

لندن - المملكة المتحدة

ماربيا - اسبانيا

مدريد - إسبانيا

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مدن التدريب

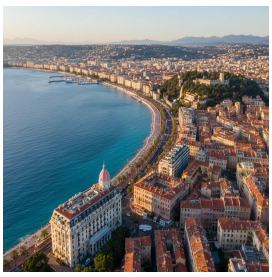
مسقط - سلطنة عمان

مونترو - سويسرا

ميلان - إيطاليا

ميونخ - ألمانيا

نيروبي - كينيا



نيس - فرنسا

نيويورك - الولايات المتحدة الأمريكية

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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