

COPC® Lean Six Sigma for Contact Centers

Key Features and Benefits:

- **Contact center and BPO focused** – we use examples specific to your environment and apply Lean Six Sigma principles to contact center and BPO operations
- **Use of your data** – with a “practice over theory” approach, Six Sigma tools are applied directly to your company’s data
- **Global expertise** – learn from COPC Inc. facilitators with an average of 15 years operational experience
- **Best practices and benchmarks** – Lean Six Sigma methods proven to drive improvements in your contact center or BPO in the areas of revenue, customer satisfaction and costs
- **Valuable Six Sigma tools** – you will be provided statistical software and other resources that you can take back to your operation to use in your performance improvement efforts
- **Multiple delivery options** – this training can be delivered in a public setting or as a dedicated and customized course at your site

At the end of this course, you and your staff will be able to drive results in your operation, through a structured and sustainable approach to performance improvement.

For contact center and business process outsourcing (BPO) organizations, the pursuit of quality control and continuous improvement can be elusive.

Six Sigma and Lean principles have been used in manufacturing for years. However, the added complexity of managing people and lack of analytical rigor in many service options has left this data-driven, structured problem solving approach on the drawing board at best.

Many have tried to implement a manufacturing or broad service version of Six Sigma in the contact center industry with limited results. For successful adaptation you must tackle two key challenges: Adapting the Six Sigma approach to service operations, and implementing the performance improvement efforts effectively.

The key to COPC® Lean Six Sigma for Contact Centers is the use of analyses and techniques that are proven to work in the contact center and BPO world.

We go beyond just theory to teach you how to apply sound techniques to make real improvements!

“The delivery of this training with specific contact center related content, examples and practice exercises were exactly what I needed to truly understand the practical application of the statistical methods and tools presented. I can honestly say this was the best course I have had on these topics in my career and even throughout my academic experiences. I can tell you that I will be utilizing COPC in the future for other training.”

- Participant from Source Gas

Class logistics:

- 4.5 days - four days of training, evening group assignments and a half-day final exam (open book and notes)
- Combination of lecture, discussion, and hands-on analysis projects with daily reviews
- Class size is limited to 18 participants
- Prerequisites: Laptop PC with Excel and Windows, basic Excel skills and company's own data for class project (specific instructions will be sent)
- Participants scoring 90%+ earn a COPC Six Sigma Yellow Belt Certification and plaque

Who should attend:

This course is designed for key contributors, front line management and above, those in continuous improvement roles and Six Sigma project managers. Some of the functional areas that would be appropriate to attend are:

- Quality Assurance
- Performance Improvement
- Operations Management
- Customer Experience
- Strategic Planning
- Recruiting & Hiring
- Workforce Management
- Training
- Reporting & Analytics
- Transaction Processing
- Customer Service/Support
- Vendor Management
- Customer Care
- Fulfillment
- Claims
- Collections
- Transaction Processing
- E-Commerce
- Tech Support
- Help Desk
- Sales
- Back Office Support

COPC CX Standards

- Strong CSAT Focus
- Data "first" Philosophy
- Process Excellence
- Performance Results
- Contact Center and CX Operations Expertise

Six Sigma

- Customer Driven
- Data Analysis Philosophy
- Process Improvement Approach
- Systematic Framework

Summary of Available Modules:

- Introduction to Lean Six Sigma
- Business Processes
- Contact Center Performance Metrics
- DMAIC Overview
- Basic Statistics
- Run Charts
- Voices in Six Sigma
- Histograms
- Variation & Outlier Analysis
- Process Sigma Capability Analysis
- Pareto Charts
- Fishbone Diagrams and Brainstorming Techniques
- Scatter Plots and Understanding Correlation
- Project Charter

ABOUT COPC INC.

COPC Inc. provides consulting, training, certification and the RevealCX™ software solution for operations that support the customer experience. The company created the COPC Standards, a collection of performance management systems for call center operations, customer experience management, vendor management, and procurement. Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior customer experience across all channels. COPC Inc. is privately held with headquarters in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

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