



| S No | Product | Title | Duration (days) | Target audience | Deliverable |
|------|---------------|---|-----------------|-------------------------------------|--|
| 1 | Certification | Lean Six Sigma Yellow Belt Training (CLSSYB) | 1 | Junior / Middle Management | Practical application, Assessment & Certification |
| 2 | Certification | Lean Six Sigma Green Belt Training (CLSSGB) | 3 | Junior / Middle / Senior Management | Practical application, Assessment, Certification & a Project with 2X improvement |
| 3 | Certification | Lean Six Sigma Black Belt Training (CLSSBB) | 15 | Middle / Senior Management | Practical application, Assessment, Certification & a Project with 5X improvement |
| 4 | Certification | Lean Six Sigma Master Black Belt Training (CLSSMBB) | 9 | Middle / Senior Management | Practical application, Assessment, Certification & mentoring projects |
| 5 | Training | "5S" for Practical Managers | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 6 | Certification | Total Quality Management | 2 | Junior / Middle / Senior Management | Practical application, Assessment & Certification |
| 7 | Training | Seven QC tools | 2 | Junior / Middle Management | Practical application & Assessment |
| 8 | Training | ISO 9001 - Awareness | 2 | Junior / Middle / Senior Management | Practical application & Assessment |
| 9 | Training | Sourcing Excellence | 2 | Junior / Middle / Senior Management | Practical application & Assessment |
| 10 | Training | Design Excellence | 2 | Junior / Middle / Senior Management | Practical application & Assessment |
| 11 | Training | Process Transition methodology | 2 | Junior / Middle / Senior Management | Practical application & Assessment |
| 12 | Training | Operational Excellence | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 13 | Training | Customer Service | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 14 | Training | Complaints Management | 1 | Junior / Middle Management | Practical application & Assessment |
| 15 | Training | Process Failure Mode Effects Analysis | 1 | Middle / Senior Management | Practical application & Assessment |



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| 16 | Training | Cost of Poor Quality assessment | 1 | Middle / Senior Management | Practical application & Assessment |
| 17 | Training | Quality Roadmap assessment | 1 | Middle / Senior Management | Practical application & Assessment |
| 18 | Training | Lean for Services | 2 | Junior / Middle / Senior Management | Practical application & Assessment |
| 19 | Training | Just in Time for Services | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 20 | Training | Kaizen | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 21 | Training | Statistical Process Control | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 22 | Training | Business Process Management Systems | 1 | Middle / Senior Management | Practical application & Assessment |
| 23 | Training | Mystery Shopping | 1 | Middle / Senior Management | Practical application & Assessment |
| 24 | Training | Voice of Customer | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 25 | Training | Quality Control Vs Quality Assurance | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 26 | Certification | Project Management Professional (PMP) exam preparation workshop | 5 | Middle / Senior Management | Practical application, Assessment & Certification |
| 27 | Training | Project Management - Basics | 1 | Junior / Middle / Senior Management | Practical application & Assessment |
| 28 | Training | Business Process Reengineering | 3 | Middle / Senior Management | Practical application & Assessment |
| 29 | Training | Design of Experiments | 3 | Middle / Senior Management | Practical application & Assessment |
| 30 | Training | Practical approach to Service Excellence | 3 | Junior / Middle / Senior Management | Practical application & Assessment |
| 31 | Training | Service Innovation | 2 | Junior / Middle / Senior Management | Practical application & Assessment |



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|------|---------------|---|-----------------|-------------------------------------|---|
| 32 | Training | Statistics for Managers | 3 | Middle / Senior Management | Practical application & Assessment |
| 33 | Training | Metrics & Measurements for Practical Managers | 2 | Middle / Senior Management | Practical application & Assessment |
| 34 | Training | Measurement System Analysis for Services | 3 | Middle / Senior Management | Practical application & Assessment |
| 35 | Training | Work measurement for Services | 2 | Middle / Senior Management | Practical application & Assessment |
| 36 | Certification | Certified Business Process Analysts (CBPA) | 3 | Junior / Middle / Senior Management | Practical application, Assessment & Certification |
| 37 | Certification | Certified Business Planning Manager (CBPA) | 3 | Middle / Senior Management | Practical application, Assessment & Certification |
| 38 | Certification | Certified Operations Manager (COM) | 3 | Middle / Senior Management | Practical application, Assessment & Certification |
| 39 | Certification | Certified Operations Leader (COL) | 3 | Senior Management | Practical application, Assessment & Certification |
| 40 | Certification | Certified Chief Information Officer (CCIO) | 3 | Senior Management | Practical application, Assessment & Certification |
| 41 | Consulting | Business Excellence | TBC | To Be Customised | Roadmap assessment, Training & Deliver desired business outcome |
| 42 | Consulting | Service Excellence | TBC | To Be Customised | Roadmap assessment, Training & Deliver desired business outcome |
| 43 | Consulting | Operational Excellence | TBC | To Be Customised | Roadmap assessment, Training & Deliver desired business outcome |
| 44 | Consulting | Cost optimisation | TBC | To Be Customised | Roadmap assessment, Training & Deliver desired business outcome |
| 45 | Consulting | Industrialisation in service operations | TBC | To Be Customised | Roadmap assessment, Training & Deliver desired business outcome |
| 46 | Consulting | Business Process Re-engineering | TBC | To Be Customised | Roadmap assessment, Training & Deliver desired business outcome |