



Service Excellence Series

6 Service Excellence



18 June 2012, Sheraton Hotel & Towers, Karachi
20 June 2012, Hotel One, Multan **New Location!**
21 June 2012, Royalton Hotel, Faisalabad **New Location!**
22 June 2012, Park Plaza Hotel, Lahore
23 June 2012, Hill View Hotel, Islamabad
9:15 am to 5:00 pm

Course Facilitator:

SAHIB KARIM KHAN

Top 6 Learning Outcomes:

1. Understand the Six Sigma service improvement process
2. Identify internal and external customers and the 8 needs they care about
3. Increase customer retention through increasing credibility
4. Recognize the signals of customer irritation - and how to assist appropriately
5. Understand and apply the (DMAIC) model which is the foundation of most Six Sigma projects
6. Apply six sigma service excellence as a business differentiator





Course Facilitator: **Sahib Karim Khan**

Sahib Karim Khan describes himself as an Enlightener who believes in illuminating the human capital by enhancing their intellectual capabilities. He is a certified Six Sigma professional, blogger and a trainer whose expertise lies in equipping individuals with tools and techniques that develop them to identify their true potential and perform above and beyond expectations.

With more than eight years of corporate exposure, Sahib has been associated with organizations like Marriott International, PMCL Mobilink, Stimulus and Navitus. At Mobilink he managed Call Center operations for more than 3 years and his major responsibilities included managing customer service teams and developing employees on different aspects of operations. He has earned several professional accolades including the prestigious 'Mobilink Century Club Award' for excellence.

Sahib has earned several local and international certifications and is a:

- ▶ Certified Lean Six Sigma Professional (Gem One International, Singapore)
- ▶ Certified People Manager (Gulfstone Training, Pit Stop Training UK)
- ▶ Certified Culture of Excellence Implementer (Round Incorporation, UK)

Sahib has also managed projects for organizations like Sapphire Textile, Deutsche Bank, Nestle, Siemens and IBM among others. He has enlightened employees from different organizations on areas of customer services, call center operations, sales and performance management.

His approach to work is customer-centric and believes that optimism is the key to success. A continuous learner by nature, Sahib is currently pursuing his M. Phil. in HRM, and in future plans to go for Ph.D. in Organizational Development (OD).

His hobbies include listening to music, playing sports, spending time with friends and exercising. An admirer of Dr. Mohammad Allama Iqbal and Jalaluddin Rumi, Sahib enjoys studying their philosophical thoughts on different aspects of life.

Course Overview:

In today's increasingly competitive market place, businesses are faced with the challenge of juggling competing demands. On one hand, they focus on gaining and maintaining customer loyalty by providing quality products and services, at the best possible prices and in the most convenient manner; whilst on the other hand they strive to achieve shareholder satisfaction by focusing on building efficiency to add to the organizations' bottom-line profitability.

Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects in any process, from manufacturing to transactional and from product to service. Today, many service organizations like Citibank, American Express, JP Morgan, GE Capital and others deploy Six Sigma to improve their customer services.

This program is designed to cater to the needs of customers using Six Sigma tools. The program will provide participants with tools and techniques that enable them to serve their customers better using the DMAIC Model.

Who Should Attend?

Managers, Team Leaders, Coordinators and Supervisors from

- Customer Services
- Telesales
- Service Quality
- Client Services

Course Agenda:

Introduction to 6 Sigma

- Definition & Objective
- 6 Sigma Belts
- 6 Sigma Tools

Introduction to Service Excellence

- 8 needs of a customer
- Handling difficult customers (LEARN methodology)

Using DMAIC Model for Service Excellence (SE)

- Defining SE Challenges
- Measuring Current SE Processes
- Analyzing Current SE Processes
- Improving Current SE Processes
- Controlling the Updated Processes

Training Methodology:

- Interactive and participative
- Group exercises and simulations
- Understanding complex concepts with the aid of simple tools for easy recall
- Combination of fun with learning



Introductory Fee

PKR 7,999/-
per participant

10% Group Discount on 3 or more nominees

Fee includes course material, Octara certificate, lunch, refreshments & business networking

Registration & Payment Options

E-mail or Fax your nomination(s) to:

- Karachi Office: **Muhammad Adeel Khalil**

E-mail : madeel@octara.com

: register@octara.com

Tel : 021-34534261, Cell: 0300-8937513

Fax : 021-34520708, 021-34546639

- Lahore Office: **Ch. Muhammad Ehtisham**

E-mail : muhammad.ehtisham@octara.com

: register@octara.com

Tel : 042-35755013, Cell: 0300-2125525

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Octara Cancellation Policy

Our Cancellation Policy is activated as soon as the duly filled signed & stamped Octara Registration Form is received from the client. Cancellations made at least 10 working days prior to the course will be refunded in full. If a booking is cancelled 10 to 7 working days before a course, a Cancellation Fee of 25% of the course fee is payable. For cancellations made within 7 working days, no refunds can be given. Cancellations must be confirmed by letter, fax or email. Substitutions may be made at any time. Notwithstanding the above, delegates may transfer to another course to be run within 6 months. Variance in the course fee will be invoiced or adjusted accordingly.



Bring

Service Excellence

In-house

This workshop can be customized to suit specific needs of your organization at significant savings. Please contact **Jason D'souza** at jason.bosco@octara.com or call at **0332-2422732** for more details

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June 2012

Nadir Jamal and Ali Saeed

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