



COPC® Lean Six Sigma for Contact Centers Training



Adapting Lean Six Sigma to the Contact Center

For years, Lean Six Sigma principles have been utilized by manufacturing to continuously improve operations by eliminating waste and boosting efficiency. We have adapted the most effective of these concepts, merging them with our own contact center best practices and in-depth industry experience. The result is two unique courses packed with practical and relevant content, available in either In-Person or Live Virtual formats:

COPC® Lean Six Sigma for Contact Centers — **Yellow Belt**

A foundational course that teaches students the basics of Lean Six Sigma, with particular emphasis on the Define, Measure and Analyze phases of DMAIC. Participants will learn how to use qualitative and quantitative tools and methods, as well as analyze data to identify and address problems within the contact center.

COPC® Lean Six Sigma for Contact Centers — **Green Belt**

Deepens students' understanding of Lean Six Sigma by adding new tools and concepts, helping them address a broader spectrum of challenges. Participants gain experience applying their knowledge through a comprehensive in-class case study, working through all phases of DMAIC on a real contact center-based problem.

Benefits of Lean Six Sigma:

- Produces measurable improvements in contact center performance
- Aids in identifying and addressing underlying operational issues
- Reduces waste and redundancies, decreasing cost
- Facilitates better communication between different sites and regions
- Builds a culture that values data analysis in developing solutions

"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."

— Class Graduate Source Gas

Learn more at copc.com/training

Lean Six Sigma Course Content and COPC Certification

Yellow Belt course includes:

- Introduction to Lean Six Sigma
- DMAIC Overview
- Basic Statistics
- Run Charts
- Voices (Customer, Business, Process and Employee)
- Histograms, Variation & Outlier Analysis
- Process Sigma Capability Analysis
- Pareto Charts
- Affinity & Interrelationship Diagrams
- Scatter Plots and Understanding Correlation
- Good Graphing Techniques

Green Belt course includes:

- Data Collection & Management
- Data Sampling
- Structured Brainstorming Techniques
- Regression Analysis
- Irregular Distributions, Box Plots, IQR
- Gemba Walks
- Solution Design
- Control Plan & Mechanisms

COPC Designations for Lean Six Sigma for Contact Centers



To earn the designation “Yellow Belt Certified” and receive a digital certificate and badge, participants must successfully complete the COPC® Lean Six Sigma for Contact Centers — Yellow Belt course and score 90% or better on the final exam.



To earn the designation “Green Belt Practitioner” and receive a digital certificate and badge, participants must successfully complete the COPC® Lean Six Sigma for Contact Centers — Green Belt course and score 90% or better on the final exam.



To earn the designation “Green Belt Certified” and receive a digital certificate and badge, participants must earn the designation of “Green Belt Practitioner,” then complete a successful project under the observation of COPC Inc., including an audit of results.

About COPC Inc.

COPC Inc. provides consulting, training, certification, benchmarking and research for operations supporting the customer experience. The company created the COPC Standards, a collection of performance management systems for customer experience 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 service journey. COPC Inc. headquarters are in Winter Park, FL, U.S., with operations in Europe, the Middle East, Africa, Asia Pacific, Latin America, India and Japan. www.copc.com.

Learn more at copc.com/training

