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Balanced Scorecard Certification



Less than 10% of global organizations successfully implement business strategy. Why so? How can you do it better and start the journey to become a Fortune 1000 corporation? Learn more at the upcoming Balanced Scorecard training and certification workshop and accelerate your career!!

❖ Introduction

- BSC Overview
- Purpose and Drivers
- Definitions and Terms

❖ BSC Design

- Strategic Themes
- Strategic Objectives and Maps
- Performance Measures & Targets
- Strategic Initiatives

❖ BSC Implementation

- Implementation Roadmap
- Align Functions and Teams
- Communication & Change Mgt.
- Personal scorecards
- Key issues and Challenges

❖ Enterprise System Integration

- Reporting and Review System
- Link performance to rewards
- BSC IT Enablement

❖ Assessment & Feedback



Who should attend?

- ✓ Top / Senior Level Executive Leadership
- ✓ Mid-Level Business / Functional Managers
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic / Education Faculties

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 16 PDUs / 1.6 CEUs**

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Net Promoter Score Certification



Are your customers happy? Use Net Promoter Score (NPS) a simple yet revolutionary framework enabling organizations feel the customer's pulse. Learn more at the upcoming NPS training and certification workshop to build your ambassadors!!

❖ Introduction

- NPS Framework
- NPS Advantages and Benefits

❖ Customer Segments & Loyalty

- NPS and Customer Profitability
- Key Segment Identification
- Customer Classification

❖ Implementation Roadmap

- Roadmap development
- NPS Program management
- Build Buy-in and commitment

❖ NPS Data management

- Data collection, analysis, reports
- Sampling strategies & responses
- Data control & monitoring

❖ Action Planning

- Key drivers identification
- Goal setting and strategies
- Build differentiated experience
- Learning and Culture change

❖ Assessment & Feedback



Who should attend?

- ✓ Top / Senior Level Executive Leadership
- ✓ Mid-Level Business / Functional Managers
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic / Education Faculties

Certification Process

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Lean Six Sigma Yellow Belt Certification



*Breakthrough Transformation is the way forward!!
Learn how to institute excellence in product, process quality, agility with eXampleCG's Lean Six Sigma Yellow Belt certification course*



Course Outline

- ❖ **Introduction**
 - Organization Challenges
 - Lean Six Sigma Framework
 - DMAIC Framework & Terminology
- ❖ **Define Phase**
 - Problem Areas Identification & CTQs
 - Project Charter and SIPOC
- ❖ **Measure Phase**
 - Lean Value Stream Mapping
 - Describe and Visualize Data
 - Calculate Sigma Level
- ❖ **Analyze Phase**
 - Cause and Effect Diagram
 - VA/NVA Analysis & Identify Wastes
 - Determine Improvement Opportunity
- ❖ **Improve Phase**
 - Identify Solutions (6 TH and FMEA)
 - Solution Piloting and Kaizen
 - Implementation Action Planning
- ❖ **Control Phase**
 - Control Charts and Mistake Proofing
 - Process Standardization
 - Develop Control Plan
- ❖ **Assessment & Feedback**

Who should attend?

- ✓ Middle / Junior Managers / Execs
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic Faculties & Students
- ✓ Freshers / Trainees / Interns

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 15 PDUs / 1.5 CEUs**

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Lean Management



Faster, Better and Cheaper is critical to business success!! Learn how to reduce cycle time, improve equipment utilization, eliminate wastes and enhance profits in manufacturing operations with eXampleCG's Lean Manufacturing Management workshop

❖ Introduction

- Lean Objectives and Drivers
- Lean Principles - Value and Cost
- Lean Assessment and Metrics

❖ Lean Techniques

- Value Stream Mapping (VSM Current)
- Categories of Waste
- VA / NVA Identification
- Value Stream Map (VSM Future)
- 5S and Visual Controls
- Pull and Flow System
- Work Process Standardization
- Work Center and Asset Productivity
- Lean Techniques Review

❖ Lean Implementation Roadmap

- Kaizen Events
- Critical Success Factors
- Action Plan and Application areas

❖ Assessment & Feedback



Who should attend?

- ✓ Top/Senior/Middle / Junior Managers
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic Faculties & Students
- ✓ Freshers / Trainees / Interns

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 8 PDUs / 0.8 CEUs**

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Lean Six Sigma Green Belt Certification



*Breakthrough Transformation is the way forward!!
Learn how to institute excellence in product, process quality, agility at the upcoming Lean Six Sigma Green Belt certification workshop and forge ahead!!*

❖ Introduction

- Organization Challenges
- Six Sigma Leadership Roles
- DMAIC Framework and Terms

❖ Define Phase

- Problem Areas (VOC) and CTQ
- Project Charter and SIPOC

❖ Measure Phase

- Describe and Visualize Data
- Process Capability Analysis
- Value Stream Map and Lean Metrics

❖ Analyze Phase

- Value Stream & Waste Analysis
- Cause and Effect Diagram
- Cause Validation

❖ Improve Phase

- Identify Solutions (6 TH and FMEA)
- Solution Piloting and Kaizen
- Hypothesis Testing and Validation

❖ Control Phase

- Control Charts and Mistake Proofing
- Process Standardization
- Transfer Planning and Project Close

❖ Assessment & Feedback



Who should attend?

- ✓ Senior-Mid Level Business Managers
- ✓ Junior Business / Functional Execs
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic / Education Faculties

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 32 PDUs / 3.2 CEUs**

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Lean Six Sigma Black Belt Certification



*Breakthrough Transformation is the way forward!!
Learn how to institute excellence in product, process quality & agility at the upcoming Lean Six Sigma Black Belt certification workshop and forge ahead!!*

- ❖ **Introduction**
 - Organization Challenges
 - Six Sigma Business Strategy Alignment
- ❖ **Define Phase**
 - Project Identification
 - Establish CTQs and Team formation
 - Stakeholder Mgmt & Project planning
- ❖ **Measure Phase**
 - Detailed Process mapping (VSM)
 - Data analysis and transformation
 - Process Capability Analysis
- ❖ **Analyze Phase**
 - Value Stream waste identification
 - Cause and Effect relationship models
 - Hypothesis tests and validation
- ❖ **Improve Phase**
 - Design of Experiments
 - Pull, Flow and Load Leveling methods
 - Process simulation and validation
- ❖ **Control Phase**
 - Control Charts - Design & Implement
 - 5S, Visual Standards and TPM
 - Transfer Planning and Project Close
- ❖ **Assessment & Feedback**



Who should attend?

- ✓ Green Belt Qualified Professionals
- ✓ Senior-Mid Level Business Managers
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic / Education Faculties

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 40 PDUs / 4.0 CEUs**

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Big Data Predictive Analytics Certification



Global leaders leverage Big Data Predictive Analytics – A set of techniques that help to predict the future by discovering patterns embedded in past and present data. Upskill with our Predictive Analytics certification course and shape the future!!

❖ Introduction

- Analytics Overview
- Business Value of Analytics
- Application Areas

❖ Measurement and Data

- Project Objectives
- Data – Scale and Types
- Sampling Methods
- Data Visualization & Distribution

❖ Statistical Inference

- Point and Interval Estimates
- Sample Size Estimation
- One and Two Tail Tests
- One, Two, Multiple Sample Tests
- Hypothesis - Means & Variances
- Hypothesis – Proportions & Median

❖ Statistical Modeling

- Classification (Bayes, k-NN, ANN)
- Cluster Analysis and Association Rules
- Time Series Forecasting Models
- Linear, Non-Linear, Logistic Regression
- Model Validation
- Principal Component Analysis

❖ Assessment & Feedback



Who should attend?

- ✓ Senior, Middle Business / Functional Execs
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic / Education Faculties
- ✓ Junior Execs, Freshers / Trainee / Student

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 25 PDUs / 2.5 CEUs**

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Leadership Development Certification



Top Management's vision to grow profitably can be realized only when employees have the capability to "Lead". Create accountable, result driven, execution oriented skills thru our Leadership program

- ❖ **Strategic Orientation**
 - Leadership vs. Management
 - Strategic Planning & Implementation
 - Manage Performance
- ❖ **Customer Engagement**
 - Win and Keep Customers
 - Develop and Measure Engagement
- ❖ **Problem and Conflict Resolution**
 - Ideation Synthesis (Affinity, IRD)
 - Six Thinking Hats, C-E, Pareto & Lean
- ❖ **Objective Decision Making**
 - K-T Method, Matrix and Decision trees
 - Force Fields
- ❖ **Technology Orientation**
 - Assessment and Planning
 - Project Management
- ❖ **Team Management**
 - Communicate and Listen
 - Present and Persuade
 - Delegate and Outsource
- ❖ **Personal and Financial Skills**
 - Manage Time, Cost and Profits
 - Pride, Enthusiasm & Accountability
 - Productivity and Quality Orientation
- ❖ **Assessment and Feedback**



Who should attend?

- ✓ Top / Senior Level Executive Leadership
- ✓ Mid-Level Business / Functional Managers
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs, Start-up Leaders & SMEs
- ✓ Institutional Heads and Administrators

Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 32 PDUs / 3.2 CEUs**

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Project Management Professional Certification (PMP)



PMP, an International recognized standard helps you gain in-depth knowledge of project management. Irrespective of work area it helps you to deliver predictable results within the constraints of schedule, budget and resources. PMP Prep Classroom course is structured with the goal of providing students exactly what they need to pass the PMP Certification exam

- ❖ **Introductory Overview**
 - Introduction
 - Project Management Framework
 - Project Integration Management
- ❖ **Scope, Time and Cost**
 - Project Scope Management
 - Project Time Management
 - Project Cost Management
- ❖ **Quality and HR Management**
 - Project Quality Management
 - Project Human Resource Mgmt
- ❖ **Communication and Risk**
 - Project Communication Management
 - Project Risk Management
- ❖ **Procurement and Stakeholder Mgt.**
 - Project Procurement Management
 - Project Stakeholder Management
 - Professional Responsibility
- ❖ **Review and Final Evaluation Test**

PMP[®] THE NEXT STEP IN YOUR CAREER



Who should attend?

- ✓ Bachelor or University degree holders plus
- ✓ 4500 hrs of Project management experience
- ✓ 36+ mths of unique Project Mgt. experience
- ✓ Diploma or Secondary School qualified plus
- ✓ 7500 hrs of Project Management Experience
- ✓ 60+ mths of unique Project Mgt. experience

Course Deliverables

- 200 Page PMP Study/Work Book
- Chapter + Final Test Workbooks (PMP Style)
- TWO months complementary access to PM Study Online course (800 Qns + 4 Full length Simulated Exams of 200 Qns)
- **PDU Credits: 40 PDUs / 4.0 CEUs**

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Course Outline

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Business Analyst Certification



Business Analysis (BA) is a set of techniques and tasks to understand the structure, policies and operations of an organization and to recommend solutions enabling the organization achieve its goals. eXampleCG's Certified Business Analyst course provides students with a good balance of knowledge and skills to become successful BA and provide them accelerated career growth

- ❖ **Introductory Overview**
 - What is Business Analysis?
 - Roles and Responsibilities
 - Key Competencies of a BA
- ❖ **Planning and Monitoring**
 - BA Approaches (Traditional vs. Agile)
 - Estimate Analysis Efforts
 - Enterprise Analysis Problem Definition
- ❖ **Requirement Gathering**
 - Requirement Elicitation
 - Gathering Tools (OSRMT)
 - Gathering Techniques
- ❖ **Business Process Modeling (BPM)**
 - BPM Tools (Bizagi)
 - UML Modeling (Visio, Star UML)
- ❖ **Requirement Management**
 - Management and Communication
 - Analysis and Documentation
 - Solution Assessment and Validation
- ❖ **Review and Final Evaluation Test**



Who should attend?

- ✓ Bachelor / Masters degree students / holders
- ✓ Entry level IT Business Analysts
- ✓ IT Project Managers / IT Architects
- ✓ System Analysts, Developers, Testers
- ✓ Domain and Subject Matter Experts
- ✓ Business / Management Consultants

Course Deliverables

- Training Materials and Case Studies
- 200+ Multiple Choice Questions
- Model / Simulation / Mock Exams (2 Nos)
- Project Scenarios and Templates
- Software Tools (UML, Requirement Analysis)
- **PDU Credits: 40 PDUs / 4.0 CEUs**

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