



**DEXTERITY
INSTITUTE**
QUALITY | OPERATIONAL EXCELLENCE | INNOVATION

01

PROGRAMME CATALOGUE

2023 - 2025

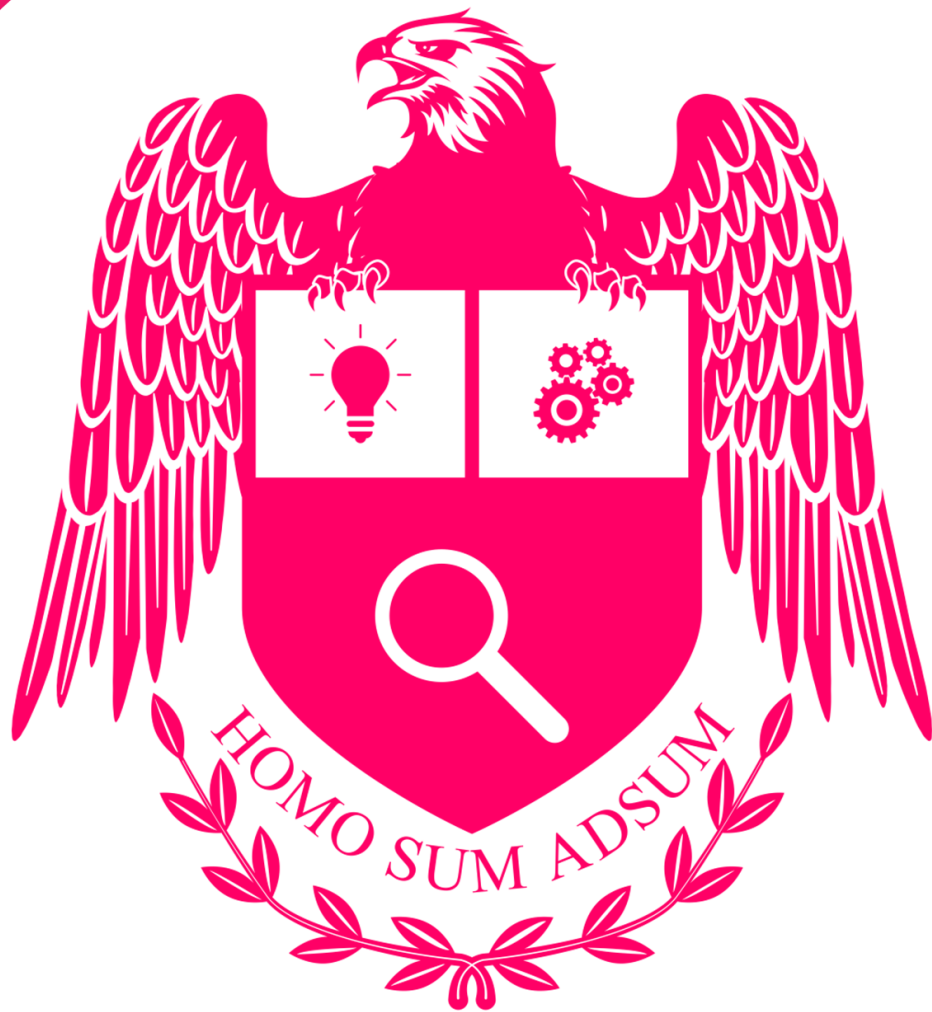


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Global leader in Lean Six Sigma, Quality, Operational Excellence, and Innovation providing continuous professional development training and certification across a wide variety of accredited bodies – ASQ, CSSC, ILSSI



Daniel A. Adjepong

Executive Director

FROM THE EXECUTIVE DIRECTOR'S DESK

Dear Valued Professionals,

Welcome to Dexterity Institute, where the path to professional excellence and growth is paved with innovation, knowledge, and the pursuit of operational perfection. As you embark on your journey with us, I extend my warmest greetings and utmost enthusiasm.

In today's dynamic business landscape, the demand for mastery in Lean Six Sigma, Business Improvement, Quality, and Operational Excellence is not just a choice, but a necessity. At Dexterity Institute, we understand the critical role that continuous improvement plays in shaping the success of modern organisations and the careers of talented individuals like you.

Our institute stands as a beacon of support, equipping you with the tools, strategies, and insights necessary to thrive in an ever-evolving environment. With our expert trainers, real-world case studies, and collaborative learning approach, we are committed to nurturing your professional prowess and empowering you to drive meaningful change within your respective fields.

Joining Dexterity Institute signifies your dedication to honing your skills, refining your strategies, and making a lasting impact. Together, we will forge a path towards excellence that not only elevates your capabilities but also contributes to the growth and success of the businesses you serve.

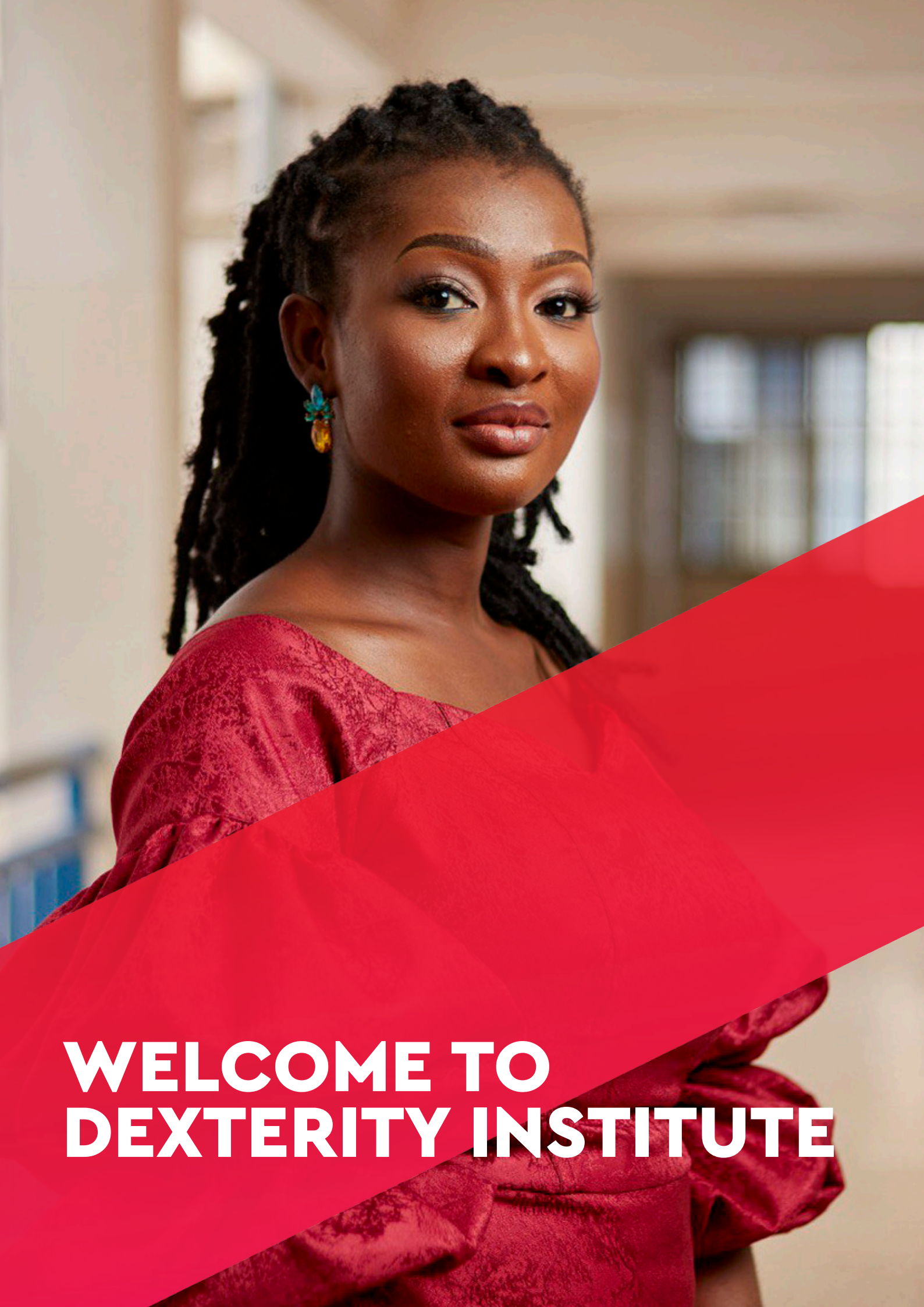
I invite you to embrace this unique opportunity, connect with fellow participants, and embark on a transformational journey that promises personal and professional growth. The doors of Dexterity Institute are open wide, ready to guide you towards your goals and aspirations.

Once again, welcome to Dexterity Institute. Here's to a fruitful partnership, inspiring growth, and a future filled with accomplishments.

Sincerely,



Daniel Adjepong
ED, Dexterity Institute



**WELCOME TO
DEXTERITY INSTITUTE**

Welcome to Dexterity Institute, the gateway to unlocking your true potential in an age of rapid technological advancement. As the world continues to evolve at an unprecedented pace, the need for continuous professional development becomes increasingly crucial. That's where we step in.

At Dexterity Institute, our mission is clear: to empower individuals with the knowledge and skills necessary to thrive in the ever-changing professional landscape. We are passionate about fostering a culture of lifelong learning, where professionals can adapt, innovate, and excel in the face of technological disruption.

Our vision is ambitious yet inspiring – to be the driving force behind the next generation of skilled and adaptable professionals. We believe that by providing high-quality, cutting-edge training, we can shape individuals into dynamic leaders and innovators who can navigate the complexities of today's business environment with confidence and acumen.

With our commitment to professional training, we understand that mere knowledge is not enough. Our programmes are designed to bridge the gap between theory and practice, enabling you to apply your newfound expertise in real-world scenarios. We focus on hands-on learning experiences, case studies, and practical exercises to ensure that our training is relevant, engaging, and immediately applicable to your professional endeavors.

At Dexterity Institute, we take pride in our team of expert instructors who bring a wealth of industry experience and cutting-edge insights to the classroom. They are not only accomplished educators but also mentors who genuinely care about your growth and success. They are dedicated to providing guidance, support, and inspiration every step of the way.

We understand that embarking on a journey of professional development can be both exciting and daunting. That's why we strive to create a welcoming and innovative learning environment where individuals from diverse backgrounds can come together, collaborate, and learn from one another. We believe in the power of networking, fostering connections, and building a vibrant community of like-minded professionals.

So, whether you are looking to upskill, reskill, or simply stay ahead of the curve, Dexterity Institute is here to guide you on your path to success. Our commitment to your growth is unwavering, and we are honored to be your partner on this transformative journey.

Welcome to Dexterity Institute, where knowledge meets innovation, and your professional future takes flight. Let's embark on this remarkable adventure together.

We are a Global leader in Lean Six Sigma, Quality, Operational Excellence, and Innovation providing continuous professional development training and certification across a wide variety of accredited bodies – ASQ, CSSC, ILSSI



WHO WE ARE



**MEET OUR COMPETENT
FACILITATORS**

A diverse, innovative and quality oriented faculty is the cornerstone of the Dexterity experience. Our faculty features some of the most skilled practitioners in Lean, Six Sigma, Food Safety, Engineering, Information Technology and operations management. They excel at integrating real life lessons and experiences into their teaching and leadership expertise.

Dexterity's faculty members are revered not only for their academic and industry credentials, but also for the enthusiasm and dedication they bring into our learning community. They understand the needs of working adults who must balance their studies with work and family demands. Whether they're celebrating your achievements or holding flexible hours, our faculty actively supports your success.

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DANIEL ADJEPONG

LSSMBB, CQE



Daniel Adjepong is a highly regarded authority in Operational Excellence and Lean Six Sigma. His extensive certifications, coaching, and leadership roles have driven transformative projects across diverse sectors, establishing him as a preeminent figure in the industry.



WILFRED KWAKU ATUOBI

EMBA, BSC



Wilfred Kwaku Atuobi, an automotive industry expert, possesses 14+ years of transformative experience with Toyota Motor Corporation, specializing in process engineering and re-engineering. His leadership in lean systems optimization and supply chain management has led to remarkable productivity and quality enhancements for Toyota Ghana and Toyota Qatar.



DR. LINDBERG TILMANN SÖREN

PHD, DIPL-KFM



Distinguished researcher & trailblazer in Design Thinking, holding a PhD from the University of Potsdam. With a rich academic background, he excels in innovation processes, supporting organizations through his expertise in creativity management and strategic business development. He's a key figure in the Hasso Plattner Institute's Design Thinking initiatives, collaborating with companies and public organizations for impactful projects.



ING JAMES AWUME

CSSBB, EMBA



James Awume is a seasoned professional with 16+ years of expertise in mining and energy, specializing in quality control, waste reduction, and global best practices. His international collaboration and academic achievements drive cutting-edge solutions while excelling in project management across Africa.



AGADA EFETURI LAWRENCE

CSSMBB, CMQ/OE



Agada Lawrence Effeturi is a versatile professional with extensive expertise in Quality, Regulatory, Production, and Project Management. His diverse educational background and numerous certifications, including PMP®, CMQ/OE, and CSSBB, reflect his well-rounded skill set and leadership in various domains.



KATE PAPENBERG

LSSBB, CME



Dual-certified Black Belt Kate Papenberg has guided and supported hundreds of mid- and senior-level managers on their journeys toward Yellow, Green, and Black Belt certifications. With more than a decade of experience as a servant-leader in the public sector as well as a Lean Six Sigma (LSS) consultant in private industry.



RICH BATCHELOR

MSHRM, CIM



Rich Batchelor is a seasoned change management professional with a global impact, boasting a 25-year track record. His diverse expertise in change management, project management, facilitation, and psychotherapy drives transformative change across industries, complemented by his role in establishing professional associations.



GEORGE ANNOR KORANTENG

CSSBB, MBA



George Annor Koranteng is a skilled project management and quality assurance professional, with expertise in compliance and effective problem-solving. Armed with a Materials Engineering bachelor's and an MBA in total quality management, George's ASQ Certified Six Sigma Black Belt proficiency has driven substantial cost savings in mining, petroleum, and manufacturing sectors.



JIMMY FORSTER - LSSBB, LSSGB
LSSBB, LSSGB



Jimmy is a Certified Lean Six Sigma Black Belt with the International Lean Six Sigma Institute (iLSSi). A professional with over 30 years of manufacturing and operational leadership experience. He is passionate about developing people and their processes through Lean manufacturing principles.



JOHN DENNIS
LSSMBB



John Dennis is an accomplished Master Black Belt in Lean Six Sigma, renowned for his leadership as Director at Lean Six Sigma Training Ltd, UK, and Chairman of the International Lean Six Sigma Institute. With a robust background including prestigious roles at GE Automation, Entergy Systems, and IBM Global Services, he brings extensive experience to his coaching and project management pursuits.



WILLIAM ADJEI DARKWA
PRINCE2, CBAP



William is a competent and experienced professional Project and Business Management Consultant with over 15 years working experience in Project Delivery, PMO, Process Improvement, Business Analysis, Training and Development.



DR. ARYEE BENONIA
PHD



Dr. Benonia Aryee is a versatile Leadership Coach and Business Development Consultant, renowned for her expertise in coaching leaders and professionals across diverse industries. With a PhD in Strategy and International Business, she brings a wealth of experience and knowledge to her role, having taught and mentored at esteemed universities worldwide.



DR HAMMOND STEPHEN K.A.

CSSBB, CMC



Dr. Stephen is a ASQ Certified Six Sigma Black Belt with a wealth of expertise and competence are in the areas of Banking operations, Business process improvement, leading organizational change efforts, leading, and delivering successful projects and deployment of Lean Six Sigma thinking and application.



GEORGE HAIZEL

CSSBB, MBA



George Haizel is a seasoned business development expert with a strong background in process improvement. His accomplishments include driving revenue growth in West Africa's DuPont Advanced Printing unit and achieving success in information-driven decision-making within the Oil and Gas sector.



MICHAEL FLOWERS

PHD, CENG.



Michael Flowers, PhD, is a renowned expert with 20 years of experience in quality engineering, advanced manufacturing, and lean engineering. He's a Fellow at the University of Gloucestershire's School of Computing and Technology and an accomplished IMechE member, showcasing significant academic prowess and impactful industry contributions.



DR. ATUAHENE SAMUEL

PHD, MENG.



Research Scientist and Management Science Engineer with a proven track record in optimizing Packet Optical Transmission Networks. His expertise in artificial intelligence, machine learning, and statistical modeling enables him to simulate, predict, and solve complex engineering challenges effectively. He holds a PhD and MEng. in Engineering and has excelled in developing and strengthening engineering teams.

www.dexterityinstitute.com

01 Learning environment

We provide our delegates with an immersive, collaborative, and inspiring learning environment where they can develop a broadly informed, highly disciplined intellect that will help them be successful in their professional spaces

02 Our facilitators

Our facilitators are active in their fields and are among the world's best researchers. As a result, you'll have access to some of the most cutting-edge research and ideas. You'll also benefit from the diverse perspectives and experiences of the students with whom you'll be studying, who hail from a variety of backgrounds.

03 Accelerate your career progression

Take that journey with us. Our team of experts is here to walk with you through the process. We offer a broad range of courses within quality, operational excellence, and technology. Looking for the next professional course to take? Choose from our wide range of courses to help with that big leap.

04 Practical & comprehensive

With over 100 years of combined experience, we have the deepest and richest vault of training programmes for all roles and industries across the training process. We combine quality and excellence in operational methodology with skills to drive immediate changes in performance. We also have the most comprehensive training content focused on the staff to enhance their abilities and truly bring them into the change process.



**WHY YOU SHOULD
TRAIN WITH US**



TRAINING FACILITIES & SERVICES

Looking ahead, individuals and corporate bodies should expect competency-based education to be playing a vital role in trainings and systems of education. Through this special technology, students get to be matched with learning activities that are designed for their level of learning ability. In more detail, competency-based education provides a means for students to advance their learning experience based on their ability to master a skill. This allows participants to learn at their own pace regardless of the environment. Through competency-based education students can efficiently provide better outcomes. It helps to measure outcomes that are entirely based on a student's objective demonstration of competency in each area.

The inculcation of modern technology in delivering these services are integral in the process, of which these are:

1. Artificial Intelligence (AI) Tools

Artificial intelligence is growing rapidly with the potential to change the face of education sector massively and drive change in many industries. This technology facilitates the training sessions when paired with high quality learning materials and instructions, help instructors and students get back on track by providing feedback to problems not identified with the naked eye. With this said, AI tools can perform these functions for a seamless delivery of services

- Task automation
- Personalized learning
- Smart content creation
- 24/7 assistance.

2. Augmented Reality (AR) & Simulation Tools

Being a blend of the virtual world and the real world, the technology is increasingly being adopted in educational and training settings, often to help with complicated subjects. This technology has left a mark in the world of visuals and its emergence claims to be the best way to capture the imagination of humans with the sole aim of improving the learning process. The AR technology adopted in our trainings help

- Engagement and interest in sessions
- Content understanding
- Interactive collaboration
- Memory and sensory development
- Cost effectiveness

According to research, over 70% of our education span is currently skewed to the first 20 years of an individual's life, that as the rise in automation and technology in the workplaces increases, it will also drive a notion to re-skill and up-skill throughout one's career to remain relevant in today's competitive job market. This shifts that education centre from being so concentrated in the early years of an individual's life across the length of an individual's career. The advances in technology will transfer into new occupations over the subsequent years, and this leads us to focus on how technology can reduce the cost of providing training and education.

The physical convening of people has been one of the largest impediments to scaling education today, and we believe that the integration of technology solutions and other forms of innovation can help reduce the captured intensity of delivering education, improving the productivity of the work force moving forward.

One of the ways we've learnt to do this is through blended learning techniques, that is incorporating a part of online instruction into the way our sessions are delivered and giving students control over the time, pace and place that they receive their trainings and education. It has been estimated that blended learning models could reduce the capital intensity of delivering education by 20–30%.

We believe that corporate bodies are well positioned, to help drive forward this evolving education system. Our team is well placed to provide the services required for career and lifelong learning as well as the technology operation to bring down the capital intensity of delivering education. We are at the cusp of seeing the integration of technology significantly disrupt the way education is delivered and the cost of which education can be provided.

We understand that full-time working professionals are busy, and that people learn in different ways and at different speeds. By catering to specific training needs, we can help our candidates learn using the method that works best for their schedules, budgets, and learning preferences.

Online Delivery

1. Self-Paced Learning

Experience the freedom of self-paced learning with our innovative e-learning interactions. Dive into a diverse range of subjects, from leadership skills to creative thinking, while tailoring your learning journey to fit your schedule. Engage with interactive modules, quizzes, and peer discussions to enrich your understanding and apply newfound knowledge. Elevate your learning experience with our self-paced approach and unlock your full potential.

2. Virtual Instructor -Lead Courses (VILT)

Experience dynamic learning with our Virtual Instructor-Led Training (VILT). Our expert instructors deliver engaging sessions via interactive online platforms, ensuring real-time discussions, group activities, and personalized attention. Enhance your skills in a collaborative virtual environment, where you'll gain practical insights, share ideas, and network with fellow participants. Elevate your learning journey with VILT interactions tailored to your professional growth needs.



TRAINING DELIVERY OPTIONS

Flip over >>

3. Facilitated Social Online Learning

Immerse yourself in collaborative learning through our Facilitated Social Online Learning course. Engage in dynamic discussions, group projects, and real-time interactions with expert facilitators and peers. Harness the power of digital platforms to explore diverse perspectives, share insights, and develop critical thinking skills. Join us to cultivate a vibrant online learning community and expand your knowledge in a socially enriching environment.

On-Site Instructor-Led Courses (ILT)

1. Bring Training On-site to Your Organization

Unlock the benefits of tailored training with our "Bringing Training On-site" to your organization. Learn how to design and implement customized training programmes within your organization's premises. Acquire strategies to address specific challenges, enhance team cohesion, and boost productivity through hands-on workshops and interactive sessions. Join us to optimize your workforce development and drive organizational success through targeted, on-site training solutions.

2. Off-the-Shelf Training

Discover ready-to-use, practical skills through our Off-the-Shelf Training course at Dexterity Institute. This programme offers concise, targeted modules designed for quick skill acquisition. Dive into a range of subjects, from communication techniques to time management strategies, tailored to your specific needs. Elevate your expertise efficiently with this flexible and customizable training approach. This comes in 3 different formats to the preference of the individuals or corporate bodies.

- Weekday training
- Weekend training
- Evening training

3. Blended Training

Experience the best of both worlds with our Blended Training course. Seamlessly integrate online learning and face-to-face sessions to enhance your skill set. Benefit from flexible study options, interactive virtual modules, and hands-on practical workshops. Join us to achieve a balanced and effective learning journey that combines the convenience of digital education with the richness of in-person experiences.

Customized Training: Tailor your learning journey with Customized Training. Our expert instructors collaborate with you to design a curriculum that aligns with your specific goals, industry needs, and skill requirements. Benefit from personalized instruction, hands-on projects, and real-world scenarios to enhance your expertise. Whether you're an individual or a team, join us to unlock a unique and tailored educational experience that accelerates your success.



AMERICAN SOCIETY FOR QUALITY

American Society for Quality (ASQ) is an organization with global recognition, having members in over 130 countries. Headquartered in Milwaukee, Wisconsin, the ASQ operate centers in Mexico, India, and China. The society consists of member led communities that help members connect with other quality professionals and practitioners, advance their knowledge and careers, and grow as thought leaders. ASQ empowers individuals and communities of the world to achieve excellence through quality.

INTERNATIONAL LEAN SIX SIGMA INSTITUTE™

The International Lean Six Sigma Institute (ILSSI) is an independent Institute which helps organizations and professionals get accredited with worldwide renowned and recognized Six Sigma Certifications and prove their competence in the Six Sigma domain. They empower Six Sigma Professionals worldwide to build their careers, and companies to sell their outstanding products and services.



THE COUNCIL FOR SIX SIGMA CERTIFICATION (CSSC)



The Council for Six Sigma Certification (CSSC) serves as an Official Industry Standard of Six Sigma Accreditation for Six Sigma training providers worldwide who choose to join together behind our standardization after disclosing their internal operations. The CSSC is a professional accrediting body within the Six Sigma industry with affiliates that sell training, mentoring, coaching, or consulting services in many categories.



ACCREDITATION & CERTIFICATION PARTNERS



**ALL OUR
TRAINING COURSES**

Accelerate Your Career Progression

Take that journey with us. Our team of experts is here to walk with you through the process. We offer a broad range of courses within quality, operational excellence, and technology. Looking for the next professional course to take? Choose from our wide range of courses to help with that big leap.

Lean Six Sigma Academy

Lean Six Sigma White Belt
 Lean Six Sigma Yellow Belt
 Lean Six Sigma Green Belt
 Lean Six Sigma Black Belt
 Lean Six Sigma Master Black Belt
 Lean Mastery

Dexterity Executive Certificate Courses

Innovation and Business Design
 Innovation and Design Thinking
 Total Quality Management and Organizational Excellence
 Quality Assurance in New Product Development
 Critical Thinking and Problem Solving
 Advanced Operations Management

Quality Certification Courses

ASQ Certified Manager of Quality / Organizational Excellence
 ASQ Certified Quality Auditor
 ASQ Certified Quality Engineer
 ASQ Certified Quality Process Analyst
 ASQ Certified Food Safety Quality Auditor
 ASQ Certified Supply Quality Professional
 PECB ISO 9001 Quality Management Training
 PECB ISO 14001 Environmental Management
 PECB ISO 22000 Food Safety
 PECB ISO 45000 Occupational Health and Safety

Bundled Programmes

The Ambidexterous Leader™
 The Leadership Accelerator Programme

Flip over 



LEAN SIX SIGMA ACADEMY



Course Overview

At the heart of strategic business decision making is the ideal of producing quality goods and services for the customer at the most minimum cost and delivering it to the market faster than the competition does. This ideal is called Operational Excellence. However, sustained operational excellence cannot be achieved through ad-hoc fixes, but rather resolution of the root cause of process problems ,the Lean Six Sigma White Belt course requires five hours of training.

The course is offered to provide an overview of Lean and Six Sigma methodologies. With this Belt, you will be able to begin your journey toward the professional competencies of the advanced Yellow Belt, Green Belt, Black Belt, Master Black Belt projects. After obtaining this first level belt, you can become a qualified team member of a Green Belt or Black Belt project.

Who should take this course

- Leaders considering embarking on a Lean and/ or Six Sigma strategy.
- Departments or organizations that have been charged with implementation but do not have a good understanding of Lean and/or Six Sigma.
- Managers concerned with the status quo and interested in investigating options for productivity improvement, performance enhancement and organizational change.
- This programme is also great as a primer for potentially every employee in the organization to understand the LSS methodology that their company is embarking on.

Learning Outcomes

The course includes practical training on the most used Six Sigma and Lean tools. On completion of this course delegates will be able to:

- Work effectively as members of Lean Six Sigma DMAIC and Kaizen projects.
- Better appreciate the LSS D-M-A-I-C project management process – and the tools and techniques to be applied at each of the phases.



CERTIFIED LEAN SIX SIGMA WHITE BELT



**SCAN TO VIEW
BROCHURE**





CERTIFIED LEAN SIX SIGMA **YELLOW** BELT



SCAN TO VIEW
BROCHURE



Course Overview

Lean Six Sigma (LSS) is an integrated business improvement methodology that maximizes shareholder value by achieving the fastest rate of improvement in customer satisfaction, cost, quality, process speed, and invested capital. It is a set of proven concepts that have saved adopters millions of dollars without capital investment. Lean Six Sigma ensures a combination of customer satisfaction, cost leadership, and risk control that is capable of creating shareholder value in most market conditions.

The Yellow Belt course provides an overview of the basic principles and explains the tools used for Lean Six Sigma. The course is tailored to give you an awareness of the techniques needed to run successful LSS business improvement projects. You will appreciate, at the end of this module the LSS D-M-A-I-C project management process- and the tools and techniques to be applied at each of the phases.

Who should take this course

This 3-day course will suit

- Determined individuals who need a thorough understanding of what Lean Six Sigma is, and how it works in practice without yet requiring the more advanced tools.
- Members of project teams, project sponsors or those who need to learn about the everyday tools of Six Sigma and Lean. Leaders considering embarking on a Lean and/or Six Sigma strategy.
- Departments or organizations that have been charged with implementation but do not have a good understanding of Lean and/or Six Sigma.
- Managers are concerned with the status quo and interested in investigating options for productivity improvement, performance enhancement and organizational change.
- This programme is also great as a primer for potentially every employee in the organization to understand the LSS methodology that their company is embarking on.

Learning Outcomes

The course includes practical training on the most commonly used Six Sigma and Lean tools. On completion of this course, delegates will be able to;

- Appreciate the LSS DMAIC project management process- and the tools and techniques to be applied at each of the phases.
- Understand and apply proven techniques for managing change, reducing long lead times, managing queues, reducing the cost-of-service delivery, and improving customer satisfaction.
- Work effectively as members of Lean Six Sigma DMAIC and Kaizen projects.

Course Overview

Lean Six Sigma (LSS) is an integrated business improvement methodology that maximises shareholder value by achieving the fastest rate of improvement in customer satisfaction, cost, quality, process speed, and invested capital. It is a set of proven concepts that have saved adopters millions of dollars without capital investment.

Lean Six Sigma ensures a combination of customer satisfaction, cost leadership, and risk control that is capable of creating shareholder value in most market conditions. The Lean Six Sigma Green Belt course should be practical and demystify all the terminology normally associated with Lean Six Sigma. You will have hands-on application of some LSS tools and methodologies using case studies.

This 5-day Green Belt programme covers the majority of statistical tools and advanced Lean methodologies needed for DMAIC projects. This course includes comprehensive training and use of Minitab® Statistical Software.

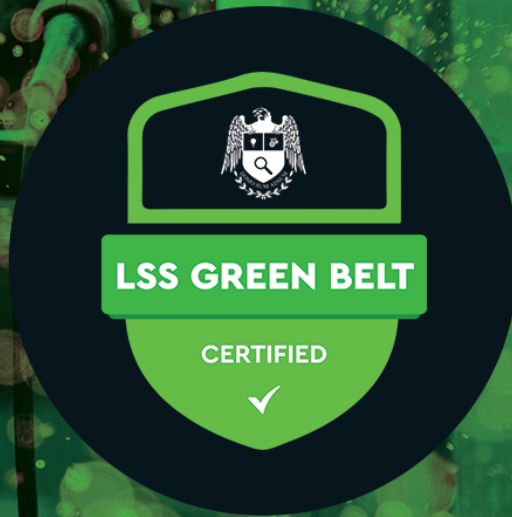
Who should take this course

- Lean Six Sigma project team leaders.
- Team members who need to be able to apply a wide range of tools on real life projects.

Learning Outcomes

This programme will enable delegates to:

- Understand and imbibe the tenets of change and to become change agents within their organizations.
- Apply the Lean Six Sigma DMAIC problem solving methodology to solve business problems and transition projects.
- Apply critical thinking and statistical inquiry to business decision making.
- Understand and apply proven techniques for managing change, reducing long lead times, managing queues, reducing the cost-of-service delivery, and improving customer satisfaction.
- Become conversant with using statistical tools and advanced Lean methodologies needed for DMAIC projects.
- Be able to use the Minitab® statistical software for a range of statistical applications.



CERTIFIED LEAN SIX SIGMA **GREEN** BELT



SCAN TO VIEW
BROCHURE





CERTIFIED LEAN SIX SIGMA BLACK BELT



SCAN TO VIEW
BROCHURE



Course Overview

The course is designed for personnel who have a problem-solving need in day-to-day management and operations and need a structured approach to problem solving. This 10-day modular course includes a practical introduction and then training on the full range of Six Sigma and Lean tools. On completion of this course delegates will be able to work as leaders of Six Sigma DMAIC projects.

This programme includes training in the advanced statistical tools required to execute the full range of Six Sigma DMAIC projects. Practical exercises and simulations are incorporated to provide a hands-on experience.

Who should take this course

The course is designed for personnel who have a problem-solving need in day-to-day management and operations and need a structured approach to problem solving. Administrators, auditors, consultants, engineers, executive inspectors, managers, project managers, quality analysts, senior level employees and supervisors can take this course.

Learning Outcomes

On completion of this course, delegates will be able to:

- Work as leaders and change agents for Six Sigma DMAIC projects and apply Lean enterprise concepts.
- Define projects and assign team roles and responsibilities.
- Utilize statistical analysis software to draw valid statistical conclusions, depict relationships, analyze measurement systems, test hypotheses, design experiments, and apply statistical process control.

Course Overview

The Certified Master Black Belt (CMBB) is aimed at individuals who possess exceptional expertise and knowledge of current industry practice. Master Black Belts have outstanding leadership ability, are innovative, and demonstrate a strong commitment to the practice and advancement of quality and improvement. Obtaining a Master Black Belt is acceptance and recognition from your peers.

Who can take this course

To become certified as an MBB, a candidate must successfully meet all requirements. To be eligible to apply for the MBB examination, a candidate must hold a current ASQ Certified Six Sigma Black Belt (CSSBB) certificate. In addition, a candidate must have either of the following experience levels.

- At least five years of experience in the role of a SSBB or MBB.
- An alternate option includes the completion of 10 Six Sigma Black Belt projects. Delegates must be able to meet these minimum eligibility requirements to have their portfolio reviewed.

Learning Outcomes

At the completion of this course, delegates will

- Gain an in-depth understanding of advanced Lean Six Sigma methodologies, tools, and techniques beyond what is covered in the Black Belt and Green Belt levels.
- Develop skills to lead and manage strategic improvement initiatives, aligning them with organizational goals and objectives.
- Learn how to effectively manage change within an organization, including overcoming resistance and driving successful implementation of improvements.
- Acquire the ability to coach, mentor, and guide Black Belts and Green Belts in their projects, helping them achieve optimal results.
- Enhance statistical analysis and modeling skills to handle complex and unique challenges in process improvement projects.
- Learn how to select high-impact improvement projects, prioritize them, and manage their execution for maximum benefits.
- Develop strong communication and presentation skills to convey complex concepts and project results to different stakeholders.
- Master advanced problem-solving techniques and root cause analysis methods to tackle complex and persistent organizational issues.
- Understand how to drive significant and sustainable improvements throughout an entire organization, achieving substantial bottom-line results.



CERTIFIED MASTER BLACK BELT



SCAN TO VIEW
BROCHURE





SCAN TO VIEW
BROCHURE

DEX. CERTIFIED
LEAN MASTERY

Course Overview

Discover the art of Lean Mastery and revolutionize your approach to productivity and efficiency. This comprehensive programme delves into the principles of Lean methodology, equipping you with the tools to streamline processes, eliminate waste, and optimize resource utilization.

Through real-world case studies and interactive simulations, you'll learn to identify bottlenecks, enhance value delivery, and cultivate a culture of continuous improvement. Led by industry experts, this transformative journey will empower you to lead lean transformations, drive innovation, and achieve operational excellence.

Join us in mastering Lean principles and propel your organization towards a future of sustainable success.

Who should take this course

- Operations Managers
- Lean Practitioners
- Six Sigma Practitioners
- Business Transformation Leaders
- Process Improvement Teams
- Process Design Teams

Learning Outcomes

At the completion of this program, delegates will

- Explore fundamental Lean concepts and techniques.
- Have practical insights from seasoned industry practitioners.
- Have hands-on simulations for real-world application.
- Develop strategies to foster a culture of continuous improvement.
- Understand case studies showcasing Lean success stories.
- Be equipped with tools to enhance process efficiency and resource optimization.
- Be awarded certificates upon successful completion.



QUALITY CERTIFICATION COURSES





Course Overview

The Certified Manager of Quality/Organizational Excellence is a professional who leads and champions process-improvement initiatives – everywhere from small businesses to multinational corporations – that can have regional or global focus in a variety of service and industrial settings. A Certified Manager of Quality/Organizational Excellence facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement.

The Certified Manager of Quality/Organizational Excellence should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk, and employ knowledge management tools and techniques in resolving organizational challenges. The course will improve your knowledge, skills, and abilities qualify you for more positions within modern business industries that require demonstrated competency in quality management.

Who should take this course

- Consultants
- Engineers
- General Managers and Manager of Quality/Organizational Excellence

Learning Outcomes

By the end of the course, delegates will be able to:

- Appreciate the essence of entrenching the philosophy and practice of quality within service and product delivery.
- Evaluate the maturity of their organizations' quality programme and specify a model or tool for transitioning into world-class organizations.
- Design and apply a conceptual framework for implementing quality and operational excellence programme for their organizations.
- Increase productivity and quality while lowering costs.
- Increase customer satisfaction with steady, consistent, and quality output.



ASQ CERTIFIED MANAGER OF QUALITY / ORGANISATIONAL EXCELLENCE



**SCAN TO VIEW
BROCHURE**



ASQ CERTIFIED QUALITY AUDITOR



**SCAN TO VIEW
BROCHURE**

Course Overview

The Certified Quality Auditor (CQA) is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies.

The Certified Quality Auditor analyses all elements of a quality system and judges its degree of adherence to the criteria of industrial management, quality evaluation and control systems.

Who should take this course

- | | |
|-------------------------------|------------------------------------|
| 1. Accountants | 2. Quality Assurance Professionals |
| 3. Quality Auditors | 4. Quality Control Inspectors |
| 5. Quality Engineers | 6. Quality Managers |
| 7. Scientists | 8. Specialist Project Managers |
| 9. Supplier Quality Engineers | 10. Testing Managers |

Learning Outcomes

The course will enable delegates to:

- Understand the various types of quality audits as well as the steps involved in planning, conducting, and closing out an audit.
- Improve communication skills by learning techniques for presenting, interviewing, and tactical conflict resolution.
- Analyses audit results and customer satisfaction to implement changes that resolve internal issues and improve processes.
- Learn how to utilize quality tools such as Pareto charts, flowcharts, and plan-do-check-act (PDCA) as well as process improvement techniques like Six Sigma.
- Identify methods for estimating, mitigating, and controlling risk: FMEA, HACCP, and CTQ.
- Provide confidence to your company that processes and procedures are assessed consistently in order to better implement effective changes.
- Evaluate the adequacy and effectiveness of actions taken by the auditee.
- Provide insights to management on critical issues and effectively monitors compliance with standards.
- Ensures that your company's policies, procedures, and practices meet the standards and requirements of customers and regulators.

Course Overview

The Certified Quality Engineer (CQE) is a professional who understands the principles of product and service quality evaluation and control.

This body of knowledge and applied technologies include, but are not limited to: development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, familiarity with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems and to audit quality systems for deficiency identification and correction.

Who should take this course

- | | |
|-----------------------------------|----------------------------------|
| 1. Business Process Analyst | 2. Manufacturing Manager |
| 3. Operating Systems Specialist | 4. Project Manager |
| 5. Quality Assurance Professional | 6. Quality Auditor |
| 7. Quality Control Inspector | 8. Quality Engineer |
| 9. Supplier Quality Engineer | 10. Warehouse Operations Manager |

Learning Outcomes

By the end of the course, delegates:

- Will have a fundamental understanding of quality philosophies, principles, systems, methods, tools, standards, organizational and team dynamics, customer expectations and satisfaction, supplier relations and performance, leadership, training, interpersonal relationships, improvement systems, and professional ethics.
- Will have a fundamental understanding of a quality system and its development, documentation, and implementation to domestic and international standards or requirements.
- Will have a basic understanding of the audit process including types of audits, planning, preparation, execution, reporting results, and follow-up.
- Will be able to develop and implement quality programmes, including tracking, analyzing, reporting, and problem solving.
- Will be able to plan, control, and ensure product and process quality in accordance with quality principles, which include planning processes, material control, acceptance sampling, and measurement systems.



ASQ CERTIFIED QUALITY ENGINEER



**SCAN TO VIEW
BROCHURE**



ASQ CERTIFIED QUALITY PROCESS ANALYST



**SCAN TO VIEW
BROCHURE**

Course Overview

The Certified Quality Process Analyst (CQPA) is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyses, solves quality problems, and is involved in quality improvement projects.

A Certified Quality Process Analyst may be a recent graduate or someone with work experience who wants to demonstrate his or her knowledge of quality tools and processes.

Who should take this course

- | | |
|------------------------------------|-------------------------|
| 1. Inspectors | 2. Process Coordinators |
| 3. Process Improvement Specialists | 4. Project Managers |
| 5. Quality Auditors | 6. Quality Chemists |
| 7. Quality Engineers | 8. Quality Managers |
| 9. Quality Process Analysts | 10. Statisticians |
| 11. Technicians | |

Learning Outcomes

The course will enable delegates to:

- Understand the purpose of quality planning and the cost of quality categories. CQPA's enforce document control and can recognize the difference between standards, requirements, and specifications. CQPAs learn the purpose of auditing, team roles, and can identify basic types of training tools and methods used to verify their effectiveness.
- Apply and interpret continuous improvement models such as plan-do-check-act (PDCA), Lean, Six Sigma, basic quality management tools, and underlying principles and terminology associated with Lean processes.
- Understand basic descriptive statistics, including the appropriate use of test statistics, and distinguish between various sampling characteristics and methods of a measurement system. CQPAs learn the purpose and appropriate applications of various types of control charts, including their construction and interpretation.
- Recognize the relationships and roles of internal/ external customers and suppliers, including their impact on products and services, and types of metrics used to assess supplier performance. CQPAs learn to identify and recognize customer satisfaction data gathering and analysis tools. The CQPA improves organizational effectiveness by leading process improvements; this increases efficiencies, quality, and timeliness and fosters a culture of continuous improvement within an organization.

Course Overview

The Certified Food Safety and Quality Auditor (CFSQA) is a professional who understands the standards and principles of auditing a Food Safety and HACCP-based (or process-safety) system.

A CFSQA uses various tools and techniques to examine, question, evaluate, and report on that system's adequacy and deficiencies. The CFSQA analyzes all elements of the system and reports on how well it adheres to the criteria for management and control of process safety.

Who should take this course

1. Consultants
2. Quality Assurance Managers
3. CFSQA Auditors
4. Quality Assurance Supervisors

Learning Outcomes

The course will enable delegates to:

- Understand the product safety aspects of CFSQA and how CFSQA relates to other risk management systems.
- Recognize the level of management commitment (vs. minimal compliance efforts) by analysing how the programme is deployed and by measuring its effectiveness.
- Apply, assess, and implement operational and prerequisite programmes that support the foundation of the CFSQA system.
- Understand management techniques as they relate to CFSQA plan development, including assembling teams, flowcharting, etc.
- Explain CFSQA terminology and its seven principles.
- Assess a CFSQA plan, evaluate its effectiveness, and verify that it has been deployed, is being maintained, and is current.
- Conduct different types of audits effectively in a professional, ethical, and objective manner using and interpreting applicable standards/requirements, with an awareness of potential legal and financial ramifications.
- Plan, develop, communicate, and execute an audit effectively within a defined scope, including resource scheduling, conducting meetings necessary to the performance of the audit, and using appropriate auditing techniques.
- Verify, document, and communicate audit results, develop an audit report, and evaluate the effectiveness of corrective action/follow-up.



ASQ CERTIFIED FOOD SAFETY QUALITY AUDITOR



**SCAN TO VIEW
BROCHURE**



PROFESSIONAL EVALUATION
CERTIFICATION BOARD

**ISO 9001 -
QUALITY MANAGEMENT
SYSTEM**



**SCAN TO VIEW
BROCHURE**



Course Overview

In our current globalized economy and complex supply chains, John Ruskin's adage, "Quality is never an accident. It is always the result of intelligent effort" is even more relevant today than it was on the day he said it. Organizations cannot rely on chance and hope to deliver quality products and services; instead, they must establish a consistent and planned approach for managing quality. With over one million certified organizations worldwide, ISO 9001 remains the world's most well-known standard, which provides organizations with a structured approach for quality management and helps them consistently provide products and services that meet and, where possible, exceed customer requirements.

ISO 9001 is the first international management system standard (MSS) that specifies the requirements for the establishment, implementation, operation, maintenance, and continual improvement of a quality management system (QMS) in an organization. This system based on seven quality management principles and it aims to help organizations be more efficient and improve customer satisfaction. A common misconception is that ISO 9001 is intended for larger companies and manufacturers. However, the requirements of ISO 9001 are generic and applicable to any organization, regardless of its type, size, or the products or services it provides.

Who should take this course

- Individuals seeking a simplified introduction to quality, quality management, and ISO 9001
- Consultants, advisors, and professionals wishing to get acquainted with ISO 9001 requirements for a QMS.
- Personnel responsible for managing, maintaining, and improving the quality of the products and services in an organization.
- Professionals aspiring to pursue a career in quality management.

Learning Outcomes

Globally recognized, PECB certifications demonstrate an individual's professional capabilities to contribute to an organization's QMS, as an auditor, implementer, or QMS implementation team member. Obtaining a certificate in ISO 9001:

- Distinguishes you from other quality management consultants/auditors.
- Demonstrates your awareness and knowledge of an internationally recognized standard for the management of quality in organizations.
- Demonstrates that you have the necessary competencies to guide and support organizations through the implementation and management of a QMS (PECB Certified ISO 9001 Lead Implementer)
- Demonstrates that you have the necessary competencies to assess the conformity of a QMS against the requirements of ISO 9001 and the organization's own requirements (PECB ISO 9001 Lead Auditor)
- Qualifies you to conduct third-party certification audits on behalf of conformity assessment bodies (PECB ISO 9001 Lead Auditor)
- Provides you with opportunities to further improve your career in quality management, either as an auditor, implementer, or a member of auditing/implementation team

Course Overview

Based on the British standard OHSAS 18001 and other international guidelines on occupational health and safety, ISO 45001 Occupational health and safety management systems — Requirements with guidance for use specifies the requirements for an OH&S MS. By establishing an effective OH&S MS based on this standard, organizations provide safer and healthier work environments.

ISO 45001 is applicable to organizations of all sizes and industries that seek to prevent work-related injuries, diseases, and deaths and promotes the establishment of safe working environments and the continual improvement of occupational health and safety performance.

Who should take this course

- Individuals interested in Occupational Health and Safety Management
- Individuals seeking to gain knowledge about the main processes of Occupational Health and Safety Management Systems (OH&S MS)

Learning Outcomes

Some of the benefits that organizations would gain by implementing an OH&S MS based on ISO 45001 include, but are not limited to:

- Enhanced reputation among internationally recognized businesses as a result of implementing the best practices of occupational health and safety.
- Increased trust of employees by demonstrating that the organization is committed to improve their safety and health in the workplace.
- Reduced insurance premiums and claims.
- Increased return on investment due to improved staff productivity, while the injuries within the workplace will be reduced.
- Reduced employee turnover because the focus will be in the mental and physical well-being of the employees.



PROFESSIONAL EVALUATION
CERTIFICATION BOARD

**ISO 45001 -
OCCUPATIONAL HEALTH
& SAFETY MANAGEMENT
SYSTEM**



**SCAN TO VIEW
BROCHURE**





PROFESSIONAL EVALUATION
CERTIFICATION BOARD

ISO 22000 - FOOD SAFETY MANAGEMENT SYSTEM



**SCAN TO VIEW
BROCHURE**



Course Overview

ISO 22000 is an international standard that specifies requirements for a food safety management system. An FSMS based on ISO 22000 gives food producers a structured approach and necessary mechanisms to manage the safety of their products and services. As part of the FSMS, ISO 22000 requires the establishment of effective communication with interested parties, implementing a risk-based approach, establishing and maintaining prerequisite programs, hazard control plans (OPRPs and CCPs), monitoring the performance of FSMS and food safety, and seeking and realizing continual improvement opportunities.

ISO 22000 adopts a process approach which integrates the plan-do-check-act (PDCA) cycle and risk-based thinking at organizational and operational levels. Organizations seeking to implement an FSMS based on ISO 22000 must establish a food safety policy and set the food safety objectives. The policy and objectives must be established by the top management, and a traceability system should be implemented to trace the products through the supply chain.

Who should take this course

The ISO 22000 training course is intended for:

- Managers and consultants wishing to get introduced to the ISO 22000 requirements for an FSMS.
- Personnel responsible for maintaining conformity to the ISO 22000 requirements in an organization.
- Personnel responsible for maintaining the safety of products and services.
- Members of FSMS implementation project teams.
- Individuals aspiring to pursue a career in food safety.

Learning Outcomes

By successfully completing a PECB ISO 22000 training course and obtaining a certification, among others, you will be able to:

- Comprehend the main concepts and principles of food safety management.
- Support and guide organizations in improving their general performance in food safety.
- Understand the best practices and adequate controls necessary in the food chain.
- Help organizations prevent and reduce the risks of contaminants in their products and work environment.
- Help organizations establish a traceability system.
- Support organizations in creating and protecting value.
- Help organizations gain competitive advantage.
- Enable organizations achieve their food safety objectives.

Course Overview

Environmental management is essential for organizations aiming to contribute to sustainability and minimize their negative impact on the environment. It involves implementing strategies, processes, and controls to identify, assess, and manage environmental risks and opportunities.

By proactively addressing issues such as pollution, resource consumption, waste, and energy consumption, organizations can contribute to the preservation of natural resources and help the planet. In this regard, ISO 14001 provides organizations with specific requirements for an environmental management system (EMS) that organizations can use to enhance their environmental performance, fulfil compliance obligations, and demonstrate their commitment to sustainability.

Who should take this course

- Individuals interested in Environmental Management
- Individuals seeking to gain knowledge about the main processes of Environmental Management Systems (EMS)

Learning Outcomes

An EMS based on ISO 14001 enables organizations to achieve environmental objectives. Specifically, it enables certified individuals and organizations to:

- Improve environmental performance.
- Identify the environmental aspects of their activities, products, and services, and prevent and mitigate their environmental impacts.
- Reduce energy usage and waste.
- Ensure compliance with environmental regulations and other legal requirements.
- Enhance reputation and credibility.
- Ensure trust and improve relations with customers and other interested parties.
- Minimize costs.
- Increase awareness and responsibility regarding sustainable development and ecological integration.



PROFESSIONAL EVALUATION
CERTIFICATION BOARD

ISO 14001 - ENVIRONMENTAL MANAGEMENT SYSTEM



**SCAN TO VIEW
BROCHURE**



DEXTERITY EXECUTIVE CERTIFICATE COURSES



THE
AMBIDEXTROUS
LEADER™

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SCAN TO VIEW
BROCHURE

DEX. CERTIFIED
**INNOVATION & DESIGN
THINKING**

Course Overview

The objective of this course is to enable participants to understand the discipline of corporate innovation and enable them to employ innovation and business design tools to set up and perform successful innovation processes.

The programme me examines key issues in strategic innovation management, the importance of mind-sets for innovation problem solving and the general parameters for building up innovative capabilities within an organization.

It introduces state-of-the-art innovation and design thinking methods that empower teams and people to learn from best-practices and customer experiences in order to develop ingenious solutions designed for their market. At the end of the module, participants will have a sound understanding of successful strategies and methods for innovation processes and confidence for real-life application.

Who should take this course

- Product Development teams.
- Everyone in the organization seeking to make change and innovation happen.

Learning Outcomes

At the end of this module, participants should be able to:

- Understand the differences between innovation and breakthrough improvement.
- Understand the importance of innovation for strategic breakthrough performance
- Evaluate various approaches to managing the conflicts between innovation and breakthrough performance.
- Design a conceptual framework for implementing innovative and design thinking strategies for their organizations.
- Successfully implement innovation projects that tie into strategic corporate objectives.

Course Overview

Quality and operational excellence are key concepts for any organization seeking leadership in product and service delivery in competitive markets. Quality is considered to be the foremost driver for the marketing and financial performance of modern businesses. Study after study have established positive relationships between the practice of quality and critical business performance indicators such as cost efficiency, profitability, customer satisfaction customer retention, customer loyalty and operational performance.

The executive certificate in Total Quality Management and Operational Excellence is our flagship training programme me designed to help organizations of all sizes to become sustainable by imbibing and operating with the principles, concepts and practices of Total Quality and Operational Excellence, to deliver superior customer experiences. Q-360°™ (Philosophize, Strategize, Plan, Control, Improve, Innovate) is our full cycle approach to quality and operational excellence; and is the foundational framework upon which this programme me is designed. Delegates will be taken on a 4-5 day intensive, engaging and interactive programme me that seeks to enrich the organization's quality programme me and the individuals' own understanding of the quality ecosystem.

Who should take this course

- Business Leaders – To deepen their understanding of the quality ecosystem and to spearhead the charge for sustainable results within their organizational mandates.
- Middle Management – To evolve new structures and systems for quality product and service delivery to meet market trends and manage the associated change.
- Junior Executives – To be abreast of quality and operational excellence techniques for solving problems and improving performance and throughputs.

Learning Outcomes

By the end of the programme me, delegates will be able to:

- Appreciate the essence of entrenching the philosophy and practice of total quality within service and product delivery.
- Evaluate the maturity of their organizations' quality programme and specify a model for transitioning into world-class organizations.
- Apply basic and advanced problem-solving techniques for solving customer-centric quality and process issues.
- Design a conceptual framework for implementing quality and operational excellence programme for their organizations.



**QUALITY
LEVEL**



**SCAN TO VIEW
BROCHURE**

**DEX. CERTIFIED
TOTAL QUALITY
MANAGEMENT AND
OPERATIONAL EXCELLENCE**



DEX. CERT.
**QUALITY ASSURANCE IN NEW
PRODUCT DEVELOPMENT**

Course Overview

Quality Assurance is a key concept for any organization having the desire to maintain high standards of quality in their processes and production without defects and error. Any organization that desires to satisfy and delight its customers, make returns for their shareholders, satisfy all other stakeholders, be competitive on the market and be continuously at the top for the long term must be concerned with the quality of their results.

Quality assurance has evolved over the years and as new concepts and tools are being introduced to meet changing trends, every organization that desires to stay in business over the next decades and continue to be competitive and successful must also desire to evolve accordingly to meet quality requirements of the modern era. Quality systems already exist for many organizations in their respective industries. There are self-imposed internal quality management systems, or there are systems required by regulation by another entity, which require a quality system as a condition of the operating license. These systems are typically called Quality Assurance Programmes.

Delegates will be taken on a discovery journey as they explore in-depth, the concepts of quality assurance: understanding quality assurance and the need for it, the applicability of quality assurance in service delivery and production, the effects of quality on customer behavior, and the impact of quality assurance on organizational behaviors.

Who should take this course

- Leaders – To understand quality assurance systems to spearhead the move for quality results across organizational processes and operations.
- Organizations – Create new structures and systems for quality assurance to meet changing trends.
- Individuals – To be abreast with quality assurance systems, the need for it and their vital role in ensuring quality in results.

Course Overview

Developing critical thinking and problem-solving skills will enable participants to improve the quality of their decisions. Participants will learn to examine and improve thought processes, ask the right questions, challenge assumptions, and consider varying viewpoints.

They will employ effective problem-solving methods to properly identify and systematically work through issues or problems in a comprehensive manner, ensuring clarity when it comes time to make decisions or recommendations. This module will demonstrate how critical thinking, problem-solving and decision-making work optimally together, and will provide hands-on practice with tools that can be applied to everyday work tasks.

Who should take this course

- Teams involved In Projects, Process Improvement, Product Development.
- Managers at all levels.

Learning Outcomes

- Define critical thinking and standards.
- Improve key critical thinking skills, including active listening and questioning.
- Apply critical thinking standards in organizational decision-making.
- Apply a range of tools and techniques to solve problems within organizations.
- Identify appropriate solutions using specific approaches.
- Select the best technique for making decisions.
- Avoid common decision-making mistakes.



SCAN TO VIEW
BROCHURE

DEX. CERTIFIED
**CRITICAL THINKING AND
PROBLEM-SOLVING**



DEX. CERTIFIED **ADVANCED OPERATIONS MANAGEMENT**

Course Overview

In today's complex global economy, the operations function is critical to business success. All organizations have an operations function that helps them run efficiently and productively. Advanced Operations Management aims at bridging the gap between theory and practice with applications analyzing the real situation.

The Dexterity Advanced Operations Management short course will equip you with the most up-to-date strategic abilities and empower you to effectively manage and understand your company's operations. The programme will be delivered over a three-day period, through lectures, workshops and group activities where delegates would be equipped with in-depth knowledge about Operations Management that would help them bring significant improvement in the operations of their respective organizations.

Who should take this course

- Operations Managers.
- Managers who are directly or indirectly involved in the daily operations of an organization.
- Professionals with a desire to pursue a career in Operations Management.

Learning Outcomes

This Advanced Operations Management course gives you:

- The ability to align your organization's operations and functional strategies.
- The skills to create and implement operational risk management that ensures smooth business management.
- The confidence to stand out in this lucrative industry as an expert in operations management.
- Discuss the different characteristics of operational processes and how these will impact their management.
- Critically evaluate the need for a total supply network perspective.
- Identify and evaluate process technology.

BUNDLED COURSES



THE
AMBIDEXTROUS
LEADER™







SCAN TO VIEW
BROCHURE



THE
AMBIDEXTROUS
LEADER™

Programme Overview

This programme seeks to impart the knowledge required in managers and leaders seeking to chart their organization through the quandaries of global business in the 21st century. The average lifespan of organizations has reduced drastically from an average of 60 years from the 1960's to an average of 20 years over the past 20 years.

Part of the reasons for this dynamic decline lies in the failure of leaders to understand the requirements for engendering the long-term sustainability of their organizations. Success today guarantees nothing tomorrow. Given the increasingly complex and dynamic environments in which businesses operate, successful organizations need to continuously anticipate change and reinvent themselves to remain successful in the future. Today's leader, thinking strategically is called on not to only focus on the traditional environmental scanning variables but also those global dimensions and underlying nuances that normally go unseen or aren't easily perceptible even under the most sensitive of scenario modelling techniques.

So, what does 'ambidexterity' mean to us?

Ambidexterity requires leaders to be able to function along several extreme strategic spatial dimensions. Ambidexterity means that managers should be able to function seamlessly within the analytical and creative spheres of thinking.

Who should take this course

- Senior Managers
- General Managers
- Project Managers
- Business Leaders
- Leaders of organizations of all sizes

Learning Outcomes

- Appreciate the global dynamics that call for organizational transformation.
- Understand different approaches to the management of change.
- Identify the characteristics of different change programmes.
- Critically evaluate change concepts and techniques.
- Critically evaluate the technical, people, learning and power perspectives within organizations and their consequences for change.
- Understand change agent skills and be capable of facilitating a change intervention.
- Formulate change management strategies for their organizations.

Programme Core Competencies

- Strategic Thinking And Planning
- Systems Thinking
- Decision Quality
- Influencing Others
- Developing And Empowering Others

Modules and Overviews

- Strategic Change Leadership In VUCA Environment
- Systems And Critical Thinking For Problem-Solving
- Total Quality And Operational Excellence Leadership
- Artificial Intelligence (Machine/Deep Learning) For Business Leaders

MODULE 1: STRATEGIC CHANGE LEADERSHIP IN VUCA ENVIRONMENT

The Strategic Change Leadership module of The Ambidextrous Leader™ programme gives you a practical framework to formulate, develop and implement plans to achieve strategic goals and realize your vision. It provides delegates the roadmap of how to cascade strategy into daily operations and build teams that are engaged to effect change. Delegates will be equipped with skills on how to influence with/without authority and explore practical change and stakeholder management models to support the organization's change initiatives. They will also acquire the individual knowledge and ability to navigate change within and for the organization.

MODULE 2: SYSTEMS AND CRITICAL THINKING FOR PROBLEM-SOLVING

Integrating systems and critical thinking into the leadership menu ensures quality decisions are made when solving process-oriented and systemic organizational problems and further ensures that the solutions we curate are sustainable. This module will demonstrate how systems thinking, critical thinking, problem-solving and decision-making work optimally together, and will provide hands-on practice with tools that can be applied to everyday work tasks.

MODULE 3: TOTAL QUALITY AND OPERATIONAL EXCELLENCE LEADERSHIP

Quality and operational excellence are key concepts for any organization seeking leadership in product and service delivery in competitive markets. Quality is the foremost driver for marketing and financial performance of modern businesses.

The Total Quality and Operational Excellence Leadership module of the Ambidextrous Leader™ programme is designed to help organizations of all sizes to become sustainable by imbibing and operating with

the principles, concepts and practices of Total Quality and Operational Excellence, to deliver superior customer experiences.

MODULE 4:ARTIFICIAL INTELLIGENCE (MACHINE/DEEP LEARNING) FOR BUSINESS LEADERS

Taking into consideration the competitive environment of businesses and with vast amounts of data, scarce assets, hence the requirements for velocity in decision-making, several companies have been inspired to implement AI tools, primarily due to their expected implications exhibited by leading digital enterprises.

Recognizing that the process of transformation involves a review of the corporate strategy, various leading companies are reconsidering the strategic plans for integration of AI tools. Business executives must devise and implement initiatives that are both organizationally and technically revolutionary, and, to reconsider how to incorporate this growing technology into their corporate strategy. This course is designed for business leaders who wish to master the fundamental concepts of artificial intelligence and how to incorporate machine learning technology into their operations.



SCAN TO VIEW
BROCHURE

LEADERSHIP ACCELERATION PROGRAMME

Programme Overview

Success today guarantees nothing tomorrow. Given the increasingly complex and dynamic environments in which businesses operate, successful organizations need to continuously anticipate change and reinvent themselves in order to remain successful into the future.

Leadership Acceleration Programme provides participants with extensive insights as well as the capability to lead their organizations and teams through challenging times to achieve desired results.

Participants will develop the knowledge and ability to think strategically, devise and implement sound corporate strategy within the context of a dynamic operating environment, coordinate cross functional activities, manage multifaceted stakeholder relationships, motivate the workforce and drive operational excellence.

The programme is an essential learning journey for junior level managers and general managers. It adopts an action- oriented learning format that emphasizes practical concepts and how these relate to the workplace realities of participants. It encourages deep reflection, debate and open discussion with peers.

Learning Outcomes

Participants in the Leadership Acceleration Program would be able to

- Close the gap between upper management and the front lines.
- Lead across boundaries while acknowledging the impact that power and authority have on shared direction, alignment, and commitment in systems.
- Learn the art of collaboration to help your team perform better.
- To lead in a complex and disruptive environment, solve complex challenges and take wise actions.
- Manage stress, develop resiliency, and take advantage of multiple life roles.

Modules And Overviews

- Quality and Operational Excellence
- Leadership and Peak Performance
- Strategy for Breakthrough and Innovative Technologies
- Managing Change and Continuous Improvement
- Risk Management and Compliance
- Problem Solving and Critical Thinking

MODULE 1: QUALITY AND OPERATIONAL EXCELLENCE

This module delves deep into operational excellence as a philosophy that embraces problem-solving and leadership as the key to continuous improvement.

People are often unsure of how to approach the subject of operational excellence. It is a difficult term to define and most people either find the topic to be too ambiguous or too broad to talk about.

This module is aimed at cultivating the mindset of Operational excellence, as more than just a set of activities that you perform but an outlook that should be present within you and your employees.

Now, you're probably thinking, "that sounds nice in theory, but how do I translate this into actionable steps?"

MODULE 2: LEADERSHIP AND PEAK PERFORMANCE

This module delves deep into operational excellence as a philosophy that embraces problem-solving and leadership as the key to continuous improvement.

Participants will be taught how to approach the subject of operational excellence, as it is a difficult term to define and most people either find the topic to be too ambiguous or too broad to talk about.

This module is aimed at cultivating the mindset of Operational excellence in the mind of the delegate as more than just a set of activities that you perform but an outlook that should be present within them and other employees.

It takes the delegate on a journey from theory into actionable steps

MODULE 3: STRATEGY FOR BREAKTHROUGH INNOVATION AND TECHNOLOGIES

Innovation and game-changing performance are critical for every organization seeking long-term success and sustained expansion in a competitive climate.

Participants would be equipped with the capacity to create innovations that must meet certain criteria to be successful, including meeting customer needs, satisfying expense and return on investment requirements, improving employee satisfaction, and product quality.

This course will help the participants to introduce new concepts, knowledge, products, services, and processes into organizations and the outside marketplace. You will explore how entrepreneurs match promising technology with customer needs to launch successful new businesses.

MODULE 4: MANAGING CHANGE AND CONTINUOUS IMPROVEMENT

This course develops practical skills in change management within the context of process management and improvement, as well as the capacity to lead teams in the development of their improvement approaches and to aid the management of the accompanying changes.

The delegate would also be guided towards understanding the principles of change management and continuous improvement, how both subjects support each other in an ever-changing working environment, and how a successful implementation leads to a more efficient and effective workplace.

MODULE 5: RISK MANAGEMENT AND COMPLIANCE

Globalization and technology are today's primary business drivers. Participants would be equipped with the ability to unleash new risks across their organization – or propel them toward extraordinary opportunities. Unlocking these risks transforms them into a stimulus for growth, allowing them to stay ahead of unpredictability.

The ferocity of change in today's business environment necessitates companies managing and harnessing the power of proactive Enterprise Risk Management. With these, the participants would be able to combine innovative and proactive governance, risk, and compliance activities (GRC) into a comprehensive enterprise risk program that enables seizing competitive opportunities and meeting stakeholder expectations.

MODULE 6: PROBLEM SOLVING AND CRITICAL THINKING

Participants will be able to increase the quality of their decisions by developing critical thinking and problem-solving abilities. Participants will learn to evaluate and enhance mental processes, to ask probing questions, to challenge assumptions, and to consider opposing points of view.

They will use effective problem-solving techniques to correctly identify and work through difficulties or problems in a complete manner, ensuring clarity when making decisions or suggestions.



**WHAT OUR CLIENTS
ARE SAYING ABOUT US**

“

The Six Sigma Course has equipped me with techniques and tools for process improvement and to take service quality to the next level. It provides a unique way to scientifically appraise the level of quality in a process and makes it easier to monitor progress of remediation.

**- Ambrose Agbeko, Group Manager,
Technology Infrastructure Operations, Ecobank.**

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Ecobank
The Pan African Bank

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"As a Management/Strategy Consultant, customer focused business improvement and market development projects form a great part of my work and Dexterity's Six Sigma GB & BB Certification has given me a comprehensive knowledge of the latest tools and techniques to undertake impactful hands-on projects to achieve significant improvements in the customer experience and profits of my clients. Dexterity's Six Sigma GB & BB Training and Certification modules are practical and hands-on, which helps participants to leverage on the tools of Lean and Six Sigma to remove defects from their system thus saving time, money and delivering products to customers on time."

**- Theophilus Okine, (CSSGB) Executive Manager
CustoCare Solutions Consult.**

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CCMC
customer care measurement & consulting

“

Customer-centric business efficiency is a must have in today's competitive business (service and manufacturing) environment. Lean, Six Sigma and SOLVE™ provide the philosophies/principles, practices and tools required to drive efficiency and bridge the gap between the As-Is and Desired/Target states. My experience working with Dexterity on a number of projects has been very insightful and rewarding. Dexterity Institute comes highly recommended for any organization serious about significantly elevating customer experience and profitability.

**- Kofi Addo-Atuah, Head PMO,
Fidelity Bank Ghana Ltd.**

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FIDELITY  **BANK**
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Training Rates Card

Lean Six Sigma Courses

Courses	Duration	Rate (\$) per person
Lean Six Sigma White Belt Training	6 hours	250
Lean Six Sigma Yellow Belt Training	18 hours	530
Lean Six Sigma Green Belt Training	30 hours	820
Lean Six Sigma Black Belt Training	60 hours	1390
Lean Mastery	30 hours	720
Basic Minitab	6 hours	210
Intermediate Minitab	12 hours	425
Advanced Minitab	24 hours	600

ASQ Quality Certification Courses

Courses	Duration	Rate (\$) per person
Certified Six Sigma Green Belt	50 hours	2,150
Certified Six Sigma Black Belt	100 hours	3,216
HACCP (Food Safety) Auditor	30 hours	1,860
Certified Quality Engineer	100 hours	3,160
Certified Quality Auditor	30 hours	1,860
Certified Manager of Quality /Operational Excellence	80 hours	2,850
Certified Quality Process Analyst	30 hours	1,860
Certified Supply Quality Professional	30 hours	1,860

Note: Price covers ASQ Course Handbook, QCI Exams Primer, QCI Electronic Exam Simulator, Exam Preparation, Exam Registration. For CSSBB- Pricing also covers Project Coaching and Affidavit Preparation.

Dexterity Executive Certificate Courses

Courses	Duration	Rate (\$) per person
Advanced Operations Management	24 hours	450
Corporate Innovation Programme	24 hours	450
Customer Service Improvement Programme	16 hours	300
Engineering Strategy	24 hours	450
Innovation and Breakthrough Performance	32 hours	600
Total Quality Management and Operational Excellence	32 hours	600
Production Planning and Scheduling	32 hours	600
Systems Thinking	24 hours	450

Paying for Your Course

A. Payment Options

The following payment options are available:

Payment options	Full Payment	Two instalments 50:50 (over 2 months)	Three instalments 40:30:30 (over 3 months)
Discounts	10%	5%	None

NB: Special discounts available for Groups

B. Payment Methods

1. Mobile Money:

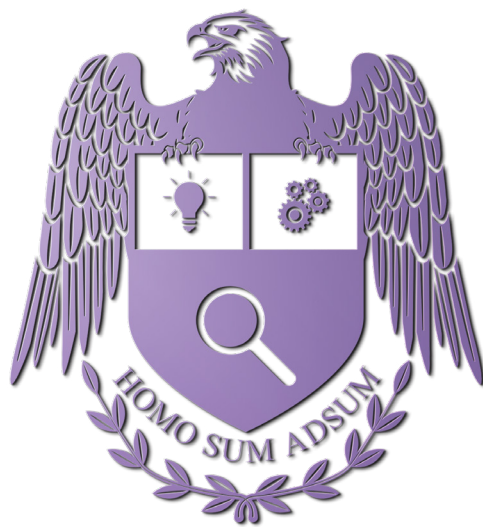


VF-Cash Number: 020 141 5515

2. Bank transfer



Account Name	Dexterity Consult Ltd.	Dexterity Consult Ltd.
Account Number (GHS)	025-1055548	01911873002503
Account Number (USD)		01211873003230
Branch	Legon Main	Tema Community 4



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