CUSTOMER EXPERIENCE CERTIFICATION

As per International Standards

UNICHRONE

Unichrone Training Advantages

✔ 1 Day Interactive Instructor-led Online/Classroom or Group Training

✔ Course study materials designed by subject matter experts

✔ Mock Tests to prepare in a best way

✔ Highly qualified, expert & accredited trainers with vast experience

✔ Enrich with Industry best practices and case studies and present trends

✔ Customer Experience Training Course adhered with International Standards

✔ End-to-end support via phone, mail, and chat

✔ Convenient Weekday/weekend Customer Experience Training Course schedule

UNICHRONE

About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.

Guaranteed Quality

Handpicked Trainers

Global Presence

Online Training Option

We've trained professionals across global companies

PHILIPS

AXCESS
FINACIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DUPONT

DASHTI

GlobalSign

TriskeleLabs

مصرف الراجحي
Al Rajhi Bank

DHL

ARASCO أراسكو

EMERSON

accenture

VOLVO

AMA
AMERICAN MEDICAL
ASSOCIATION

sitel
group

Signify

AtoS

LEAR
CORPORATION

Importance of Customer Experience Training

✓ Customer Relation Management Certification empowers professionals to master the art and science of developing and maintaining meaningful customer interactions. It gives individuals an organized learning path to gain a panoramic overview of CRM tools, strategies, and best practices. This equips individuals to analyze customer behavior, understand their requirements, and craft solutions. Subsequently, this enables them to help businesses with customer retention and positive customer experiences. It is a testament to one's expertise in nurturing client relationships and upholding an enterprise's reputation in the industry.

✓ Customer Experience Training focuses on providing steady advancement for professionals with proper awareness of customer-focused business management. This course provides thorough knowledge of identifying key touch points where Customer Experiences can be enhanced. It makes the individuals adept at resolving issues with sensitivity and creating memorable Customer Experiences. Furthermore, the course aids aspirants with detailed information on measuring and boosting customer satisfaction.

ELIGIBILITY CRITERIA

✓ Aspirants need not meet any requirements to pursue Customer Experience Training Course. However, having prior knowledge is beneficial.

WHO SHOULD ATTEND

✓ Any individual who wants to gain skills in this domain can enroll in the Customer Experience Training course.

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CUSTOMER EXPERIENCE
CERTIFICATION
ADVANTAGES

CERTIFIES
YOUR TALENT

HELPS
BUILDING
VALUES

GLOBAL
RECOGNITION

PERFECT
EXECUTION

BUILDS
CUSTOMER
LOYALTY

MORE
EMPLOYABILITY
OPTIONS

Syllabus of Customer Experience Training

Lesson 01 – Strategy Alignment
1. Overview of Strategy Alignment
2. Strategy Alignment
3. Operating Model
4. Comparing Lean, Six Sigma, and Rapid Improvement
5. Agile Project Management
6. Comparing Deployment Strategies
7. Voice of the Customer (VOC)
8. Design Thinking
9. Lean
10. Elements of a Lean System

Lesson 02 – Project Identification
1. Lean Supply Chain
2. CT Flow Down
3. Operational Analysis
4. Metric Categories
5. Scoping Projects
6. A3 Form
7. Project Charters
8. Project Prioritisation
9. Information Technology Ecosystems

Lesson 03 – Lean Six Sigma Basics

1. Understand the Voice of the Customer
2. Create Robust Product and Process Designs
3. Reduce Complexity
4. Deploy Lean Six Sigma Teams
5. Performance Measurements
6. Create Value Stream Maps (VSM)
7. Eliminate Unnecessary Operations
8. Implement Just-in-Time Systems
9. Reorganise Physical Configurations
10. 5S and Standardised Work
11. Link Operations
12. Balance Material Flow
13. Mistake-Proofing
14. High Quality
15. Reduce Set-Up Time (SMED)
16. Total Preventive Maintenance
17. Level Demand
18. Reduce Lot Sizes
19. Supplier Networks and Support
20. Implement Visual Control and Pull
21. Systems – Kanban
22. Continually Update Process Technologies

Lesson 04 – Rapid Improvement Events

1. Prepare for the Rapid Improvement Event
2. Create a Project Charter
3. Assign a Project Leader and Team Members
4. Reserve a Conference Room
5. Obtain Supplies and Equipment
6. Ensure Facilities Are Available Including Breakout Rooms
7. Ensure Support Personnel Are Available to Assist the Team
8. Collect Process Information of Floor Layouts, Process, and Procedures
9. Collect Information of Operational Cycle Times
10. Developing a Schedule for the Rapid Improvement Event
11. Setting up Flip Charts and Organising Other Materials
12. Rapid Improvement Event Communication Email
13. Rapid Improvement Event Kick-Off Agenda
14. Conducting the Event
15. Bring Team Together to Discuss Roles and Responsibilities
16. Discuss Event Deliverables
17. Conduct Team Training as Required
18. Create Detailed Value Flow Maps and Layouts of the Process
19. Facilitate to Ensure Full Participation of Team Members
20. Collect Data at Every Operation
21. Analyse Data and Develop Prioritised Improvements
22. Change the Process
23. Apply 5S and Mistake-Proofing Methods
24. Evaluate the Rapid Improvement Event

Syllabus of Customer Experience Training

Lesson 05 – Data Collection and Analysis
1. Big Data Collection and Analytics
2. Metadata Definition and Lineage
3. Information Quality Governance
4. Value Stream Mapping
5. Process Characterisation
6. Simple Analysis of Process Data
7. Mapping High-Volume Transactions
8. Data Collection for Services
9. Measuring Process Complexity
10. Customer Experience Mapping

Lesson 06 – Process Improvement
1. Common Process Changes
2. Control Tool Effectiveness and Sustainability
3. Root Cause Analysis and Improvement Strategies
4. Robotic Process Automation
5. Automating for Solution Sustainability

Syllabus of Customer Experience Training

Lesson 07 – Building a Case for Change
1. Psychology of Groups
2. Change Readiness
3. Project Transition
4. Building a Case for Change
5. Accelerating Change

Lesson 08 – Implementing Solutions
1. Control Strategy
2. Control Tools
3. Quality Control Plan
4. Communicating the Proposed Changes
5. Follow-Up Activities
6. Creating Metric Dashboards

Syllabus of Customer Experience Training

Lesson 09 – Organizational Change
1. Sustaining Process Improvements
2. Governing Organisations
3. Security
4. General Data Protection Regulation
5. Changing an Organization

Exam Format of Customer Experience Certification

Examination Format	
Exam Name	**Customer Experience Exam**
Exam Format	Multiple Choice
Total Questions & Duration	30 Questions, 1 Hour
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for Customer Experience, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified faculty, the practice tests are a true simulation of the Customer Experience exam.

Contact Us

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