Operational Excellence for Service and Contact Centre Operations

Operational Excellence

Course Overview

Operational Excellence for Service and Contact Centre Operations: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

- Explain the core principles and current good practice in Operational Excellence for Service and Contact Centre Operations
- Apply practical tools and techniques for Operational Excellence for Service and Contact Centre Operations in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Operational Excellence for Service and Contact Centre Operations in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Professionals, specialists and managers at every level who want to strengthen this capability and apply it with confidence at work.

Course Outline

1. Foundations of Operational Excellence for Service and Contact Centre Operations: principles, terminology and context
2. The business case: why Operational Excellence for Service and Contact Centre Operations matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
23 to 27 Nov 2026	Dar es Salaam	**$1,395**
30 Nov to 4 Dec 2026	Online	**$700**
7 to 11 Dec 2026	Pretoria	**$1,650**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.