



Training Programs

Profile



A strong focus on Quality and Excellence

The Excellence Center (EC)



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Our Mission

- To promote Excellence disciplines and models in manufacturing and service sectors. This includes preparing individuals for careers in business, government, and other organizations for which knowledge and skills in quality management functions are fundamental professional qualifications.

Our Values

- Customer is our first priority.
- We are a company that is not directed for profit.
- Excellence is our job.

Our Vision

- To be the center of profound Excellence knowledge in the Middle East, with international links to prominent institution in the same fields.



Why the Excellence Center (EC)?



the client's in-house team and transfer the required knowledge to them. Most of the work required is done by the organization's team. EC's consultants coach the team during implementation and provide advice and corrections as necessary. This promotes ownership and improves the morale, retains knowledge within the organization, and ultimately results in creating positive organizational cultural shift.

- EC's professional training is available in both English and Arabic. Trainers are highly experienced, dedicated, and committed. Although EC is a new company, the experience of its team members is very long and diversified. To insure the effectiveness of the training provided, it is usually tied up to specific results that are agreed upon with top management of the organization.

- EC members are a group of highly qualified members. Their collective experience covers a wide range of expertise that enable them serve a large segment of customers, irrespective of their line of business.



Alliances & Partnerships

International Alliances:

Quality America Inc-USA
www.qualityamerica.com



American Society For Quality
-USA
www.ASQ.org



APICS -USA
www.apics.org



Edinburgh College – UK
www.edinburghcollege.ac.uk/



Edinburgh Business School-Uk
www.ebsglobal.net/



Local Alliances:

TQCSI – Egypt
www.tqcsiegypt.com/



Just Supply Chain – Egypt
www.justsupplychain.com/



Jit- Consultants – Egypt
www.jit-consulting.wix.com/jit-consulting



Sample of Clients:



Clients

Training Programs

EC Staff have a long experience in providing specialized education and training to business organizations in the area of Business , General Management and Quality Management and others related fields.

Areas of Training:

- Soft Skills.
- General Management.
- Total Quality Management Diplomas.
- Six Sigma Training.
- Supply Chain Management Certifications.
- Lean Courses.
- Project Management Courses.
- Customer Service Course.
- Intensive Quality Management Courses.
- Preparation Courses for (ASQ) certification.
- Health & Safety.
- Quality Management Systems.

Soft Skills:

- Business English
- Presentations Skills
- Interpersonal Skills
- Negotiation Skills
- Emotional Intelligence
- Effective Teamwork
- Root Cause Analysis

General Management:

- Business Process Reengineering
- Human Resources Management- HR
- Problem Solving Tools
- Manage your Manager
- Change Management
- Time Management
- Strategic Management
- Leadership

Total Quality Management Diplomas:

- TQM Diploma
- TQM Diploma for Healthcare Professionals.

Six Sigma Training:

- Lean Six Sigma Champion
- Lean Six Sigma Yellow Belt
- Lean Six Sigma Green Belt
- Lean Six Sigma Black Belt

Supply Chain Management Certifications:

- Production Planning
- Facility Management
- Certified Supply chain professional – APICS- CSCP
- Basics Of Supply chain
- Certified Professional in Production & Inventory Management –APICS -CPIM

Lean Courses:

- Lean Green Belt.
- Lean Black Belt.
- Value Stream Mapping
- Poka-yoke
- 5S workplace Organization
- Factory Layout
- Lean Basics
- Quick Change Over
- TPM
- SMED



Project Management Courses:

- Certified Project Management Professional – PMP
- Introduction to Project Management
- Project Management Basics

Intensive Quality Management Courses:

- Quality Improvement Tools
- Statistical Process Control – SPC
- Quality Planning
- Process Optimization.
- Minitab Training

Health & Safety:

- Occupational Safety and Health Standards for General Industry Training
- Process Safety Management - Process Hazard Analysis Training
- OSHA
- NEBOSH
- HACCP
- Hazardous materials training
- OSHA training guidelines for safe patient

Preparation Courses for (ASQ) certificates:

- Certified Quality Engineer
- Certified Manger of Quality & Organizational Excellence ASQ-CMQ/OE
- Certified Software Quality Engineer
- Certified Lean Six Sigma Green Belt
- Certified Lean Six Sigma Black Belt
- Certified Associate Quality improvement
- ASQ - Preparation Course for Certified Pharmaceutical GMP Professional (CPGP)

Customer Service Course:

- World Class Customer Service training
- Customer Surveys Analysis Training
- Customer Experience Training

Quality Management Systems:

- ISO 9001:2015 Awareness
- ISO 9001:2015 Lead Auditor
- ISO 9001:2015 Internal Auditor
- ISO 14000



Consultations

General Management & Leadership

EC is helping employees in order to fulfil a managerial role upon intensive managerial training and coaching. Participants being able to equip an essential skills for managing and direct the subordinate.

EC is building capacity for management to support business strategy, to solve conflict and dealing with critical situations.

It's not just a subject for training but EC goes beyond that for successful implementation & proven effectiveness. Companies that participates in our programs have noticed the dramatic changes in their managerial capabilities and their professionals' behaviors in dealing with critical issues.

Performance improvement

EC consultants are experts in performance improvement and process management. Improving business performance may be achieved by many different approaches. Each approach offers a slightly different perspective on how to improve performance. EC consultants will help your organization select one or more of the following improvement approaches that specifically suits your organization and contributes to the achievement of organizational goals.

- **Kaizen**
 - Short term projects that address the physical processes that lend themselves to the use of visual analytical tools.
- **Lean**
 - Focus on cross functional projects and take a horizontal focus on the process to eliminate waste.
- **Six Sigma**
 - Take a vertical approach to process analysis and go deep inside the process where the root cause of the problem is. Six Sigma projects are more analytical than Lean projects.
 - The basic intent of most of all of the above initiatives is to do work:
 - Better.
 - Faster.
 - Cheaper.
 - Create more meaning in our work.
 - Do not harm environment.
- While some projects are definitely most appropriate for a specific approach, many lend themselves to a blend of the tools, e.g. Lean and Six Sigma.
- It is common that organizations willing to improve their business performance adopt more than one improvement approach. EC consultants will assess your organization's needs and goals, and develop a plan of action for the improvement efforts that your organization can take to achieve better results.

Lean Six Sigma Deployment

EC assists companies realize the benefits of Lean Six Sigma. Our consultants will assist you in deploying Lean Six Sigma methodology within your company. They can help you establish the infrastructure and organizational requirements for Lean Six Sigma deployment, a methodology that combines the strength of both Lean and Six Sigma.

They will work with your management team to prepare improvement projects pipeline and help with projects prioritization, based on your organizational objectives. Whether you are interested in implementing one project, or going to a full scale Lean Six Sigma deployment, our consultants will assist your company and provide full support in training your team and coaching them while implementing improvement projects.

Implementing Lean Tools

Lean Production is the faster way to make more product, process more information, or cut production cycle times. It is the systematic removal of waste and unnecessary delays from a process.

There are many Lean tools that can be applied to help companies realize dramatic improvements and cut costs. However, the transition to lean should be properly planned.

Our consultants shall help you by understanding your goals, walking through your processes, devising a plan to meet the goals, and work closely with your people to implement the required changes. Metrics shall be devised and monitored along the improvement journey to reflect the success of the project.

Supply Chain Management

The world's a supply chain; and it's ripe for conquering by those with the right skills and credentials. Far-reaching issues — such as global expansion and sourcing, the rapid growth of multinational corporations and strategic partnerships, fluctuating gas prices and environmental concerns — dramatically impact every organization's corporate strategy and bottom line. These emerging trends have made supply chain management a critical business field in the world today. As more and more companies realize the importance of their supply chain, they are competing to fill a growing number of positions from a limited pool of trained specialists — resulting in a massive shortage of qualified supply chain professionals across all markets and industries.

The Excellence Center in Egypt helps meet this unprecedented demand with its Advanced Professional Supply Chain Management Certificate and Advanced Professional Sustainable Supply Chain Management Certificate. Seize your opportunity to advance within this dynamic, exciting and highly lucrative career field, which encompasses positions in planning, Logistics, procurement, manufacturing and distribution.

Customer Service

In Now a day's marketplace customer have a product knowledge some time more than business professionals

A moment of truth has become a critical issue organizations should deal with, choosing t be a customer focused organization isn't a chose it's a must to surviving among sharp edge competition.

Having an educated employees recognizes the must-be for customers is essential to support cooperate financial results. Dealing with different Customer perspectives handed what is the value to the customers is a way cooperates striving for it.

EC offers an enhanced programs designed especially for first line employees guide them to the most appropriated ways to deal with angry customer and drive them to satisfaction. EC consultants always assure that dealing with customers in an appropriated way became a habit.

Quality Management Systems

Establishing Management Systems that satisfy the requirements of International Standards.

Quality systems are the infrastructure for improvement efforts. EC consultants can help your company establish systems that meet the requirements of international standards. They have been providing consultation for companies willing to be certified according to ISO standard for more than 15 years. During this period, our consultants worked with companies of almost all types of business; ranging from heavy manufacturing, services, health care, call centers ...etc.

The following are the scope of our work:

- Quality Management Systems according to ISO 9000
- Environmental Management Systems according to ISO 14001
- Occupational Health and Safety System according to ISO 18001
- Food Safety Systems according to ISO 22000
- Quality Management Systems for Laboratory according to 17025

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