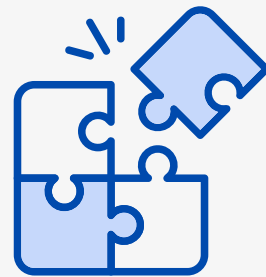


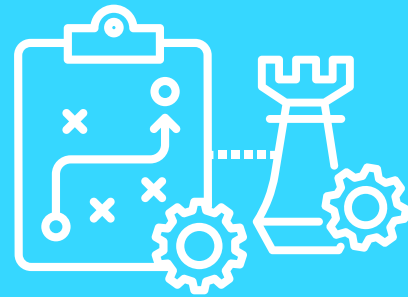


# TRAINING & CERTIFICATIONS

# Areas We Collaborate



**PROBLEM  
SOLVING**



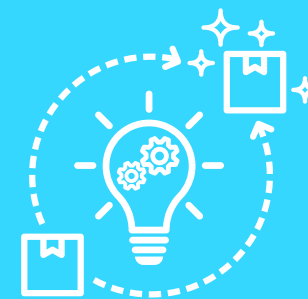
**STRATEGY  
MANAGEMENT**



**ISO CERTIFICATION**



**CUSTOMER  
EXPERIENCE**



**INNOVATION  
MANAGEMENT**



**DAILY WORK  
MANAGEMENT**



**RISK  
MANAGEMENT**



**VISUAL  
MANAGEMENT**



# Type of Training Programs

**Basis  
Awareness**

**Certified  
Internal Auditor**

**Certified  
Lead Auditor**

**In-Class  
or Online**

**Minimum Batch  
of 10**

**1 to 5  
Days**

# Training Focus Area - ISO Framework

## 01 BASIC MODULE

**IMS AWARENESS  
TRAINING**

**MINIMUM 1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 1000.00**

## 02 INTERMEDIATE MODULE

**CERTIFIED INTERNAL  
AUDITOR TRAINING**

**MINIMUM 3 DAYS**

**PREFERABLY 1+ YEARS  
WORK EXPERIENCE**

**FEE / PAX  
RS 3500.00**

## 03 ADVANCED MODULE

**CERTIFIED LEAD  
AUDITOR TRAINING\***

**5 DAYS**

**PREFERABLY 2+ YEARS  
WORK EXPERIENCE**

**FEE / PAX  
RS 40000.00**

\*Facilitated through external reputed certification bodies like  
DNV | BSI etc..

**PREPARATION | DOCUMENTATION | REGISTRATION**

**ISO 9001 | ISO 14001 | ISO 45001**  
or any other standard

# Training Focus Area - ISO Framework

Content	Basic Awareness	Internal Auditor	Lead Auditor
Interpretation of Standard - Objective, Context and Methodology	✓	✓	✓
Standard Requirements	✓	✓	✓
Evidences Required to meet the requirements	✓	✓	✓
Audit Principles and Concept		✓	✓
Preparation and Conduct of Audit		✓	✓
Audit Report Preparation and Certification Process			✓

# Training Focus Area

## - Daily Work Management (DWM)

### **01** BASIC MODULE

**DWM AWARENESS  
TRAINING**

**1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 1000.00**

### **02** INTERMEDIATE MODULE

**BASIC + PROCESS  
DOCUMENTATION**

**2 DAYS**

**PREFERABLY 1+ YEARS  
WORK EXPERIENCE**

**FEE / PAX  
RS 2500.00**

### **03** ADVANCED MODULE

**INTERMEDIATE +  
VISUAL MANAGEMENT**

**3 DAYS**

**PREFERABLY 2+ YEARS  
WORK EXPERIENCE**

**FEE / PAX  
RS 5000.00**

**APPROACH – DOCUMENT | DEPLOY | DEMONSTRATE**

**OBJECTIVE – ACHIEVE OPERATIONAL EFFICIENCY & EFFECTIVENESS**

# Training Focus Area

## - Daily Work Management (DWM)

Content	Basic Module	Intermediate Module	Advanced Module
Understanding of Process Management	✓	✓	✓
Key Elements of Process Documentation	✓	✓	✓
Managing Points and Control Points		✓	✓
Management System Charts		✓	✓
Process Capability & Stability			✓



# Training Focus Area - Strategy or Policy Management

## **01** BASIC MODULE

**STRATEGY  
MANAGEMENT**

**1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 2000.00**

## **02** INTERMEDIATE MODULE

**BASIC + BALANCE  
SCORECARD**

**2 DAYS**

**PREFERABLY 2+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 3500.00**

## **03** ADVANCED MODULE

**INTERMEDIATE + FOUR  
STUDENT EVALUATION**

**3 DAYS**

**PREFERABLY 3+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 6000.00**

**APPROACH – EXPLORE | EXECUTE | EXAMINE**

**OBJECTIVE – ACTIONABLE STRATEGY DEVELOPMENT  
AND EFFECTIVE STRATEGY DEPLOYMENT**



# Training Focus Area

## - Strategy & Policy Management

Content	Basic Module	Intermediate Module	Advanced Module
Understanding of Strategy Planning Process	✓	✓	✓
Applicability of various tools for strategy management	✓	✓	✓
Understanding and applicability of Balance Scorecard (BSC)		✓	✓
Understanding and applicability of Policy Management (PM)			✓

# Training Focus Area

## - Visual Management

(5-S | POWER BI)

### **01** BASIC MODULE

**5-S AWARENESS  
TRAINING**

**1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 1000.00**

### **02** INTERMEDIATE MODULE

**CERTIFIED INTERNAL  
5-S AUDITOR TRAINING**

**2 DAYS**

**PREFERABLY 1+ YEARS  
WORK EXPERIENCE**

**FEE / PAX  
RS 2000.00**

### **03** ADVANCED MODULE

**INTERMEDIATE +  
VISUAL DASHBOARD**

**3-4 DAYS**

**PREFERABLY 2+ YEARS  
WORK EXPERIENCE**

**FEE / PAX  
RS 5000.00**

**APPROACH – DOCUMENT | DEPLOY | DEMONSTRATE**

**OBJECTIVE – ACHIEVE VISUALLY APPEALING WORK ENVIRONMENT**

# Training Focus Area - Visual Management (5-S | POWER BI)

Content	Basic Module	Intermediate Module	Advanced Module
Interpretation of 5-S Guidelines Objective, Context and Methodology	✓	✓	✓
5-S Requirements	✓	✓	✓
Evidences Required to meet the requirements	✓	✓	✓
5-S Audit Principles and Concept		✓	✓
Preparation and Conduct of Audit		✓	✓
Visual Dashboard Preparation (including Power BI)			✓

# Training Focus Area

## - Customer Experience Management

### **01** BASIC MODULE

**CUSTOMER EXPERIENCE  
& ENGAGEMENT**

**1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 2000.00**

### **02** INTERMEDIATE MODULE

**BASIC + CUSTOMER  
SATISFACTION**

**2 DAYS**

**PREFERABLY 1+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 2000.00**

### **03** ADVANCED MODULE

**INTERMEDIATE +  
DR. KANO MODEL**

**3 DAYS**

**PREFERABLY 2+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 3000.00**

**APPROACH – LISTEN | LEARN | LEVERAGE**

**OBJECTIVE – ENABLING INTEGRATED VOICE OF CUSTOMER  
AND BUILDING CUSTOMER FIRST ATTITUDE**



# Training Focus Area

## - Customer Experience Management

Content	Basic Module	Intermediate Module	Advanced Module
Understanding of Customer Experience & Engagement	✓	✓	✓
Understanding Call Centre Operations & Omni Channel Management	✓	✓	✓
Understanding of Customer Satisfaction		✓	✓
Understanding Dr. Kano Model			✓

# Training Focus Area - Problem Solving

## **01** BASIC MODULE

**PROBLEM SOLVING**

**1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 1000.00**

## **02** INTERMEDIATE MODULE

**BASIC +  
QC TOOLS**

**2-3 DAYS**

**PREFERABLY 1+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 2500.00**

## **03** ADVANCED MODULE

**INTERMEDIATE +  
SIX SIGMA**

**5-7 DAYS**

**PREFERABLY 2+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 10000.00**

**APPROACH – COMMUNICATE | COLLABORATE | CAPITALIZE**

**OBJECTIVE – DEVELOPING A CULTURE OF FACT BASED ANALYSIS  
AND CONTINUAL IMPROVEMENT**

# Training Focus Area - Problem Solving

Content	Basic Module	Intermediate Module	Advanced Module
Understanding of Problem Solving   PDCA   SDCA	✓	✓	✓
Applicability of various Quality Control Tools		✓	✓
Understanding and applicability of SIX SIGMA Methodology			✓

# Training Focus Area - Risk Management

## **01** BASIC MODULE

**AWARENESS ON  
RISK MANAGEMENT**

**1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 1000.00**

## **02** INTERMEDIATE MODULE

**BASIC +  
ISO 31000 GUIDELINES**

**2 DAYS**

**PREFERABLY 1+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 2500.00**

## **03** ADVANCED MODULE

**INTERMEDIATE +  
BCDMP**

**4 DAYS**

**PREFERABLY 2+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 5000.00**

**APPROACH – ASSESS | ANALYZE | ACTION PLAN**

**OBJECTIVE – DEVELOPING PROACTIVE APPROACH FOR PROCESS AND  
ENTERPRISE LEVEL RISK MANAGEMENT**



# Training Focus Area - Risk Management

Content	Basic Module	Intermediate Module	Advanced Module
Understanding of Risk Management	✓	✓	✓
Understanding and applicability of ISO 31000 Guidelines		✓	✓
Understanding and applicability of Business Continuity & Disaster Management Plan			✓

# Training Focus Area - Innovation Management

## **01** BASIC MODULE

**IMPROVEMENT VS.  
INNOVATION**

**1 DAY**

**FOR EVERYONE**

**FEE / PAX  
RS 2000.00**

## **02** INTERMEDIATE MODULE

**BASIC + INNOVATION  
WORKSHOP**

**2 DAYS**

**PREFERABLY 2+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 3500.00**

## **03** ADVANCED MODULE

**INTERMEDIATE +  
DESIGN THINKING**

**3 DAYS**

**PREFERABLY 3+ YEARS  
OF WORK EXPERIENCE**

**FEE / PAX  
RS 5000.00**

**APPROACH – INSIGHT | IDEATE | INNOVATE**

**OBJECTIVE – DEVELOPING INSPIRING MINDSET  
AND CREATE VAUE FOR STAKEHOLDERS**

# Training Focus Area - Innovation Management

Content	Basic Module	Intermediate Module	Advanced Module
Understanding difference between Improvement and Innovation	✓	✓	✓
Applicability of 3i Approach for Innovation		✓	✓
Understanding and applicability of Design Thinking			✓

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**for developing customized training programs**  
**meeting your specific requirements**

**YOUR SUCCESS**  
**IS OUR SUCCESS**



# Thank You!

## Contact Us



+91-70110 29220



info@utkreshta.com



www.utkreshta.com



Unit 50, 11th Floor, iThum Galleria  
Alpha II, Greater Noida, Uttar Pradesh - 201310

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