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BUSINESS PROCESS OUTSOURCING MANAGEMENT COURSES

The most comprehensive training programs to improve efficiency and increase productivity.

The most practical and comprehensive training in an interactive classroom setting.

No.	CK	Duration	Course Name
1.	6348	4 days	Business Processing Outsourcing Management for Managers and Supervisors
2.	6349	4 days	Business Processing Outsourcing Management for New and Experienced Call Center Agents
3.	900	4 days	Call Center and Contact Center Procedures for Private and Public-Sector Corporations
4.	900A	4 days	Call Center and Contact Center Management Procedures for Utility Corporations
5.	2800	4 days	Call Center (Telemarketing) and Sales Procedures for Call Centers Front Line Staff
6.	5200	4 days	Call Center and Contact Center Management for Private and Public Corporations
7.	5200A	4 days	Call Center and Contact Management for Utility Corporations
8.	5500	4 days	Call Center Management for Private and Public Corporations
9.	5600	4 days	Customer Service and Call Center Procedures for Customer Service Employees, as well as Collectors, Sales, Marketing, Credit and Back Office Employees
10.	6421	4 days	Divestment Operations Management
11.	6422	4 days	Privatization Operations Management
12.	6718	4-days	Disaster-Preparedness Operations Management for Airline Managers and Supervisors
13.	6719	4-days	Disaster-Preparedness Operations Management for Sea Ports Managers and Supervisors
14.	6720	4-days	Disaster-Preparedness Operations Management for Airport Managers and Supervisors
15.	3600	4 days	Hotel Safety and Security Operations Management
16.	4200	4 days	Retail Banking Operations Management

No.	CK	Duration	Course Name
17.	4300	4 days	Commercial Banking Operations Management
18.	6151	4 days	Hotel Operations Management for Managers and Supervisors
19.	6161	4 days	Business Operations Management
20.	6182	4 days	Industrial Security Operations Management
21.	6218	4 days	Waste Operations Management Procedures and Compliance
22.	6232	4 days	Clerk of the Court Operations Management
23.	6238	4 days	Land Utilization Operations Management
24.	6241	5-days	Logistic Hub Operations Management
25.	6246	4 days	Airport Terminal Operations Management
26.	6247	4 days	Corporate Executive Management Procedures
27.	6248	4 days	Hotel Customer Service Operations Management
28.	6249	4 days	Business Strategic Operations Management
29.	6250	4 days	Water Resource Operations Management
30.	6253	4 days	Climate Change Operations Management
31.	6254	4 days	Global Warming Operations Management
32.	6255	4 days	Environmental and Social Systems Management
33.	6256	4 days	Airport Operations Management
34.	6257	4 days	Sea Ports Operations Management
35.	6258	4 days	Team Talent Management Procedures
36.	6259	4 days	Logistic Hub Operations Management
37.	6274	4 days	Construction Zoning Operations Management Procedures
38.	6286	4 days	Corporate Planning Operations Management
39.	6293	4 days	Emergency Relief Operations Management
40.	6294	4 days	Disaster Relief Aid Operations Management
41.	6295	4 days	Disaster Recovery Fund Management
42.	6297	4 days	Disaster Resilience Operations Management
43.	6298	4 days	Sustainable Tourism Operations Management
44.	6299	4 days	Smart Meter Utility Operations Management

No.	CK	Duration	Course Name
45.	6301	4 days	Risk Assessment Operations Management
46.	6302	4 days	Urban Development Operations Management Procedures
47.	6303	4 days	Logistic Center Operations Management Procedures
48.	6304	4-days	Landfill Operations Management
49.	6305	4-days	Emergency Relief Operations Management
50.	6307	4-days	Leadership and Succession Planning Management
51.	6308	4-days	Business Operations Management
52.	6321	4-days	Environmental Protection Operations Management
53.	6322	4-days	Infrastructure Enhancement Management
54.	6323	4-days	Sustainable Economic Growth Management
55.	6324	4-days	Micro-Financing Operations Management
56.	6325	4-days	Maritime Logistic Operations Management
57.	6326	4-days	Sea Ports Diversification Operations Management
58.	6327	4-days	Government Special Economic Zone Management
59.	6328	4-days	Government Economic Zone Management
60.	6329	4-days	Government Economic Resilience Management
61.	6330	4-days	Climate Change Response Management
62.	6331	4-days	Environmental Sustainability Operations Management
63.	6332	4-days	Mold Eradication Operations Management
64.	6333	4-days	Global Logistics Center Management
65.	6334	4-days	Global Logistic Hub Operations Management
66.	6335	4-days	Water Supply Distribution Management
67.	*6350	4 days	Tsunami Disaster Operations Management
68.	6358	4 days	Political Media Operations Management
69.	6359	4 days	Political Crisis Management
70.	6360	4 days	Employee Development Management Procedures (Same as 6205)
71.	6361	4 days	Quality Control Operations Management
72.	6366	4 days	Supermarket Operations Management

No.	CK	Duration	Course Name
73.	6385	4 days	Political Strategic Operations Management
74.	6389	4 days	Government Modernization Operations Management
75.	6390	4 days	Local Government Operations Management
76.	6392	4 days	Customer Support Operations Management for Managers and Supervisors
77.	6393	4 days	Disaster Rehabilitation Operations Management
78.	6394	4 days	Disaster Reconstruction Management
79.	6397	4 days	Drought Mitigation Operations Management
80.	6398	4 days	Environmental Operations Management Procedures
81.	6399		
82.	6400	4 days	Waste Management Fire Operations Management
83.	6401	4 days	Waste Operations Management
84.	6402	4 days	Landfill Operations Management
85.	6403	4 days	Solid Waste Operations Management
86.	6404	4 days	Organizational Design Management
87.	6405	4 days	Solar Energy Operations Management
88.	6406	4 days	Green Gases Operational Management
89.	6407	4 days	Climate Change Resilience Management
90.	6408	4 days	Product Development Management
91.	6409	4 days	Climate-Smart Operations Management
92.	6410	4 days	Airport Development Operations Management
93.	6411	4 days	Energy and Electricity Operational Management
94.	6412	4 days	Energy Risk Operations Management
95.	6413	4 days	Energy Efficiency Operations Management
96.	6414	4 days	Alternative Energy Operations Management
97.	6415	4 days	Renewable Energy Operations Management
98.	6416	4 days	Energy Resources Operations Management
99.	6417	4 days	Industrial Energy Operations Management
100.	6418	4 days	Business Transformation Management

No.	CK	Duration	Course Name
101.	6420	4 days	Solid Waste Operations Management
102.	6421	4 days	Divestment Operations Management
103.	6423	4 days	Social Transformation Management
104.	6426	4 days	Mergers & Acquisition Operations Management
105.	6426	4 days	Business Transformation Implementation Management
106.	6427	4 days	Flood Mitigation Operations Management
107.	6428	4 days	Public Health Safety Operations Management
108.	6429	4 days	Organizational Operations Health & Safety Management
109.	6430	4 days	Disaster-Risk & Energy Access Management
110.	6434	4 days	Logistics Facility Operations Management
111.	6435	4 days	Energy Efficiency Operations Management
112.	6436	4 days	Data Security Operations Management
113.	6437	4 days	Production Supervisory Management
114.	6438	4 days	Urban Development Management
115.	6439	4 days	Coastal Risk Operations Management
116.	6440	4 days	Global Environmental Operations Management
117.	6441	4 days	Tourism Growth Strategy Management
118.	6442	4 days	Sustainable Infrastructure Management
119.	6443	4 days	Liquefied Gas Operations Management
120.	6444	4 days	Flood Mitigation and Infrastructure Operations Management
121.	6445	4 days	Sustainable Energy Operations Management
122.	6446	4 days	Environmental Protection Management
123.	6447	4 days	Sea Ports Development Management
124.	6451	4 days	Air Cargo Logistics Operations Management
125.	6452	4 days	Sea Cargo Logistics Operations Management
126.	6453	4 days	Learning and Development Operations Management
127.	6454	4 days	Trade Policy Development Management
128.	6455	4 days	Training and Education Policy Management

No.	CK	Duration	Course Name
129.	6456	4 days	Government Debt Operations Management
130.	6457	4 days	Liquid Petroleum Operations Management
131.	6460	4 days	Renewable Energy Operations Management
132.	6461	4 days	Credit Reporting Operations Management
133.	6462	4 days	Government Tax Administration Management
134.	6463	4 days	Consumer Affairs and Public Education Management
135.	6466	4 days	Correctional Department Supervisory Management for Middle Managers and Supervisors
136.	6469	4 days	Operational Efficiency Management
137.	6470	4 days	Strategic Planning Management
138.	6471	4 days	Liquefied Natural Gas Operations Management
139.	6472	4 days	Traffic Operations Management
140.	6491	4 days	Retail Banking Operations Management
141.	6498	4 days	Digital Transformation Operations Management for Financial Institutions
142.	6499	4 days	Digital Transformation Operations Management for Government and Statutory Corporations
143.	6500	4 days	Digital Transformation Operations Management for Hospitals and Medical Facilities
144.	6501	4 days	Digital Transformation Operations Management for Public & Private Sector Organizations
145.	6502	4 days	Digital Transformation Operations Management for Utility Corporations
146.	6503	4 days	Digital Transformation Operations Management for Hotels and Hospitality
147.	6504	4 days	Digital Transformation Operations Management for Sea Ports
148.	6505	4 days	Digital Transformation Operations Management for Airports
149.	6506	4 days	Digital Transformation Operations Management for Customs and Immigration
150.	6507	4 days	Digital Transformation Operations Management
151.	6605	4-days	Government Infrastructure Operations Management
152.	6606	4-days	Government Infrastructure Strategic Management
153.	6607	4-days	Energy Audit Operations Management
154.	6608	4-days	Energy Efficiency Operations Management
155.	6613	4-days	Air Cargo Logistic Operations Management
156.	6614	4-days	Sea Cargo Logistics Operations Management

No.	CK	Duration	Course Name
157.	6615	4-days	Airport Ramp Operations Management Procedures for Airport Ramp Supervisors and Managers
158.	6616	4-days	Road Traffic Operations Management
159.	6617	4-days	Road Construction Operations Management
160.	6618	4-days	Road Construction Project Management
161.	6619	4-days	Road Traffic Project Management
162.	6620	4-days	Traffic Operations Management
163.	6621	4-days	Road Construction Operations Management
164.	6624	4-days	Contact Center (Call Center) Operations Management
165.	6644	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management
166.	6645	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Hotels and Hospitality
167.	6646	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Private Sector Organizations
168.	6647	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Government and Statutory Entities
169.	6648	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Airports
170.	6649	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Sea Ports
171.	6650	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Hospitals and Healthcare
172.	6651	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Correctional Facilities
173.	6652	4-days	Sexual Harassment (Sexual Attack) Policy Operations Management for Utility Corporations
174.	6653	4-days	Water Supply Resources Operations Management
175.	6654	4-days	Strategic Water Supply Operations Management
176.	6655	4-days	Water Demand and Supply Operations Management
177.	6671	4-days	Insurance Claims Handling and Settlement Operations Management
178.	6672	4-days	National Water Supply Operations Management
179.	6673	4-days	Freeport Terminals Operations Management
180.	6674	4-days	Health and Safety Policy Management
181.	6675	4-days	Business Professional Development
182.	6676	4-days	Urban and Rural Water Supply Operations Management
183.	6677	4-days	Warehouse Operations Management
184.	6678	4-days	Wildfire Operations Management

No.	CK	Duration	Course Name
185.	6679	4-days	Sustainable Energy Operations Management
186.	6680	4-days	Social Circumstances Disaster-Preparedness Management
187.	6681	4-days	Natural Disaster Resilience Operations Management
188.	6682	4-days	Tourism Strategic Management
189.	6683	4-days	Tourism Revenue Operations Management
190.	6691	4-days	Air Cargo Logistic Hub Operations Management
191.	6692	4-days	Sea Cargo Logistic Hub Operations Management
192.	6698	4-days	Government Strategic Planning Operations Management
193.	6699	4-days	Environment Impact Assessment Management
194.	6701	4-days	Climate Change Assessment Operational Management
195.	6702	4-days	Airport Development Operations Management
196.	6704	4-days	Records and Information Operations Management
197.	6705	4-days	Public Health Operations Management
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199.			
200.			
201.			
202.			

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