Table of ContentsDuration 8 Hours

Module 1: Introduction to Risk Management and Customer Satisfaction

- 1.1 Overview of Risk Management
- 1.2 Importance of Customer Satisfaction
- 1.3 Understanding ATRA & EA Customer Expectations
- 1.4 Objectives and Goals of the Training

Module 2: Identifying and Managing Risks

- 2.1 Types of Risks in Business Processes
- 2.2 Risk Identification Techniques
- 2.3 Risk Assessment and Prioritization
- 2.4 Risk Mitigation Strategies
- 2.5 Case Studies on Risk Management

Module 3: Understanding Customer Needs

- 3.1 Techniques for Gathering Customer Feedback
- 3.2 Analyzing Customer Feedback
- 3.3 Translating Customer Needs into Business Processes
- 3.4 Case Studies on Customer Needs Analysis

Module 4: Developing Operational Processes

- 4.1 Process Mapping and Workflow Design
- 4.2 Key Elements of Effective Operational Processes
- 4.3 Implementing Process Changes
- 4.4 Monitoring and Reviewing Processes
- 4.5 Tools for Process Improvement

Module 5: Ensuring Consistent Control of Business Processes

- 5.1 Establishing Standard Operating Procedures (SOPs)
- 5.2 Quality Control and Assurance
- 5.3 Continuous Improvement Techniques (e.g., Kaizen)
- 5.4 Auditing and Compliance Checks
- 5.5 Case Studies on Process Control

Module 6: Enhancing Customer Satisfaction

- 6.1 Strategies for Improving Customer Satisfaction
- 6.2 Customer Relationship Management (CRM) Systems
- 6.3 Handling Customer Complaints and Feedback
- 6.4 Measuring Customer Satisfaction
- 6.5 Case Studies on Customer Satisfaction