



Consulting and Training | Reach New Heights

Course Name

Certification to the COPC Customer Experience (CX)

Sector Name

Sales, Marketing and Customer Service

Document Type

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Certification to the COPC Customer Experience (CX)

Course Introduction

The COPC Customer Experience (CX) Standard is a globally recognized performance management framework designed to improve customer experience, operational efficiency, service quality, and business outcomes.

This program provides participants with a comprehensive understanding of the COPC CX Standard, its implementation methodology, performance metrics, and best practices for managing customer-focused operations. Participants will learn how organizations can leverage the COPC framework to drive continuous improvement, enhance customer satisfaction, and achieve operational excellence.

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Target Audience

- ✓ Customer Experience Managers
- ✓ Contact Center Managers and Supervisors
- ✓ Quality Assurance Professionals
- ✓ Operations Managers
- ✓ Customer Service Leaders
- ✓ Process Improvement Specialists
- ✓ Business Excellence Professionals
- ✓ Performance Management Teams
- ✓ CX Consultants and Analysts
- ✓ Professionals seeking COPC CX certification knowledge

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Learning Objectives

- ✓ Understand the principles, structure, and requirements of the COPC CX Standard.
- ✓ Apply COPC performance management methodologies within customer experience environments.
- ✓ Identify key customer experience and operational performance metrics.
- ✓ Analyze processes and performance gaps against COPC requirements.
- ✓ Develop strategies for improving customer satisfaction, quality, and operational efficiency.
- ✓ Implement continuous improvement initiatives using the COPC framework.
- ✓ Prepare for COPC certification requirements and assessments.
- ✓ Align customer experience operations with global best practices.

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Course Outline

✓ DAY 1

Introduction to COPC CX Standards

- ✓ Overview of COPC Inc. and Global Standards
- ✓ Evolution of Customer Experience Management
- ✓ Introduction to the COPC CX Standard Framework
- ✓ Benefits of COPC Certification
- ✓ Core Concepts and Terminology
- ✓ Customer-Centric Performance Management
- ✓ Understanding the COPC Implementation Model
- ✓ COPC Governance Structure and Roles
- ✓ Workshop

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Course Outline

✓ DAY 2

Leadership, Planning, and Process Management

- ✓ Leadership and Strategic Alignment
- ✓ Customer Experience Strategy Development
- ✓ Business Planning and Goal Setting
- ✓ Process Management Framework
- ✓ Customer Journey Mapping
- ✓ Voice of Customer (VoC) Programs
- ✓ Risk Management and Compliance Considerations
- ✓ Resource Planning and Workforce Management
- ✓ Workshop

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Course Outline

✓ DAY 3

Performance Measurement and Quality Management

- ✓ COPC Performance Metrics Framework
- ✓ Customer Satisfaction Measurement
- ✓ Service Level Management
- ✓ Quality Monitoring Systems
- ✓ Operational Performance Indicators
- ✓ Benchmarking and Target Setting
- ✓ Data Collection and Reporting
- ✓ Root Cause Analysis Techniques
- ✓ Workshop

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Course Outline

✓ DAY 4

Continuous Improvement and Operational Excellence

- ✓ Continuous Improvement Methodologies
- ✓ Lean and Six Sigma Integration
- ✓ Problem Solving Frameworks
- ✓ Corrective and Preventive Actions
- ✓ Process Optimization Techniques
- ✓ Employee Engagement and Performance Management
- ✓ Best Practices in Customer Experience Operations
- ✓ Change Management for CX Transformation
- ✓ Workshop

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Course Outline

✓ DAY 5

COPC Implementation and Certification Preparation

- ✓ COPC Implementation Roadmap
- ✓ Internal Assessment Methodology
- ✓ Preparing for COPC Audits
- ✓ Documentation Requirements
- ✓ Managing Certification Projects
- ✓ Sustaining Compliance and Excellence
- ✓ Industry Case Studies and Success Stories
- ✓ Certification Exam Preparation
- ✓ Workshop

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 4, 2027	Jan. 8, 2027	5 days	4950.00 \$	France , Paris
Aug. 23, 2027	Aug. 27, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 18, 2027	Oct. 22, 2027	5 days	4250.00 \$	UAE , Dubai
June 6, 2027	June 10, 2027	5 days	4250.00 \$	KSA , Jeddah
Oct. 18, 2027	Oct. 22, 2027	5 days	4250.00 \$	UAE , Abu Dhabi

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