TRANCEQ TRAINING CATALOG

Specialized Training Solutions for Organizations & Professionals

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Welcome to
TranceQ Training

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At TranceQ, we believe that Excellence is not an act, but a habit.
Our mission is to empower professionals and organizations with the knowledge, skills, and tools they need to achieve sustainable success in quality and process management.
We combine practical expertise, industry standards, and innovative methodologies to deliver training that truly transforms capabilities.

About TranceQ

Your Partner in Quality and Process Excellence

TranceQ is a leading consulting and training provider specializing in:

- Quality Management Systems (QMS) implementation and improvement
- Process Optimization and efficiency enhancement
- Business Excellence Frameworks such as ISO, Lean, Six Sigma, and Agile
- Digital Transformation in Quality (Quality 4.0)

Our clients include IT service providers, software houses, manufacturing firms, and organizations seeking operational excellence.

QUALITY MANAGEMENT

The Core Quality Management category focuses on building a solid foundation in the principles, standards, and tools that underpin effective quality systems. These courses cover essential topics such as ISO 9001 implementation, quality auditing, total quality management, and compliance frameworks. Participants will learn to design and manage robust Quality Management Systems, ensure regulatory alignment, and embed quality thinking into every level of the organization. This category is ideal for professionals aiming to develop the competencies required to manage and sustain excellence in quality practices.

ISO 9001:2015 IMPLEMENTATION & INTERNAL AUDITOR TRAINING

This course provides in-depth knowledge and practical skills to implement and improve quality practices. It includes real-world case studies, group discussions, and practical exercises.

Key Objectives:
- Understand best practices
- Apply practical tools
- Drive organizational improvement

Ideal Audience:
- Quality professionals
- Managers,
- Consultants.

QUALITY AUDIT TRAINING

Master the full audit lifecycle — from planning and execution to reporting and follow-up — with practical tools and real-world scenarios. This course empowers professionals to conduct effective audits that drive compliance and improvement.

Key Objectives:
- Understand best practices
- Apply practical tools
- Drive organizational improvement

Ideal Audience:
- Quality professionals
- Managers,
- Consultants.

QUALITY MANAGEMENT FUNDAMENTALS

Understand the core principles of quality, customer satisfaction, and process improvement based on TQM, PDCA, and continual improvement models. A great starting point for professionals new to quality.

Key Objectives:
- Principles of Quality Management
- Apply TQM and PDCA
- Use quality planning and control tools

Ideal Audience:
- New QA Staff
- Process Owners
- Support Functions

QUALITY FOR STARTUPS

Implement lean, scalable quality practices tailored for fast-paced startup environments, enabling growth without unnecessary bureaucracy.

Key Objectives:
- Design right-sized QMS structures
- Apply lean compliance practices
- Build a startup-ready QA culture

Ideal Audience:
- Startup Founders
- CTOs
- QA Leads

DIGITAL QMS IMPLEMENTATION & TOOLS

Learn how to transition from manual quality systems to modern digital QMS platforms that provide automation, integration, and compliance efficiency.

Key Objectives:
- Modern digital QMS platforms
- Design and implement digital QMS
- Post-implementation & continuous improvement

Ideal Audience:
- QA Managers
- Compliance Officers
- Digital Transformation Leads

QUALITY 4.0 AWARENESS & ADAPTATION STRATEGY

Introduction to Quality 4.0, the strategic integration of digital technologies—such as AI, IoT, data analytics, and automation—into quality management systems.

Key Objectives:
- Core principles, drivers, and value of Quality 4.0
- Assess their organization's readiness for Quality 4.0
- Create a phased Quality 4.0 roadmap

Ideal Audience:
- Heads of Quality
- Digital Transformation Leaders
- CIOs, CTOs

PROJECT AND PROCESS EXCELLENCE

Courses in the Project and Process Excellence category equip professionals with the strategies and methodologies to deliver projects and processes with maximum efficiency and impact. Training includes Agile project management, Lean principles, Six Sigma problem-solving, and performance measurement. Participants will gain the skills to optimize workflows, reduce waste, and achieve on-time, on-budget project delivery. This category is tailored for leaders and practitioners who want to align operational execution with strategic business goals.

PROJECT MANAGEMENT (ALIGNED WITH PMBOK GUIDE)

This course prepares experienced project managers for the globally recognized PMP certification. It covers PMBOK Guide concepts, tools, and techniques for managing complex projects.

Key Objectives:
- Understand Project Management
- Apply PMBOK Performance Domains
- Plan, execute and close projects effectively

Ideal Audience:
- Project Managers
- Team Leaders
- Functional Managers
- Engineers & IT Professionals

AGILE FUNDAMENTALS

This dynamic course introduces participants to the principles, values, and practices of Agile project management, a highly iterative and flexible approach to project delivery.

Key Objectives:
- Understand Agile Fundamentals
- Apply Agile Planning & Estimation Techniques
- Facilitate Agile Ceremonies and Coach Teams

Ideal Audience:
- Project Managers
- Scrum Masters
- Team Leaders
- Product Owners
- SW Developers

BUSINESS PROCESS MAPPING

Master the tools and methods to map, analyze, and redesign business processes for greater efficiency, agility, and performance improvements.

Key Objectives:
- Create process maps
- Identify inefficiencies and bottlenecks
- Redesign processes for agility and compliance

Ideal Audience:
- Business Analysts
- Process Owners
- QA & Compliance Teams

ROOT CAUSE ANALYSIS & PROBLEM SOLVING

Gain hands-on skills in structured problem-solving techniques to eliminate recurring issues and drive long-term quality improvements using proven root cause analysis tools

Key Objectives:
- Understand best practices
- Apply practical tools
- Drive organizational improvement

Ideal Audience:
- Quality professionals
- Managers
- Consultants

LEAN SIX SIGMA YELLOW BELT

Build a strong foundation in Lean and Six Sigma methodologies to drive process improvement, eliminate waste, and support quality initiatives within your organization.

Key Objectives:
- Explain the fundamental principles of Lean Six Sigma
- Understand the purpose and phases DMAIC
- Support Lean Six Sigma projects

Ideal Audience:
- Quality professionals
- Managers
- Consultants

LEAN SIX SIGMA GREEN BELT

Advance your ability to lead small-to-medium improvement projects using robust Lean Six Sigma tools, statistical analysis, and data-driven decision making.

Key Objectives:
- Define project scope, business case, problem statement etc.
- Collect and interpret data
- Develop and implement control plans

Ideal Audience:
- Quality professionals
- Team Leader
- Managers
- Process Owners

LEAN SIX SIGMA BLACK BELT

Become a strategic transformation leader by mastering Lean Six Sigma methodologies to lead high-impact projects, drive innovation, and embed a culture of continuous improvement.

Key Objectives:
- Apply advanced statistical analysis tools
- Lead high-impact Lean Six Sigma projects
- Coach Green Belts and lead cross-functional teams

Ideal Audience:
- QA Managers
- Operational Excellence Leaders
- Senior Business Consultants

CUSTOMER EXPERIENCE & SERVICE QUALITY

This transformative training equips participants with the tools, techniques, and mindset to elevate customer experience (CX) and service quality across every touchpoint

Key Objectives:
- Understand best practices
- Apply practical tools
- Drive organizational improvement

Ideal Audience:
- Customer Service Managers
- Quality & Service Excellence Leaders
- CX and UX Designers

ETIQUETTE OF CUSTOMER INTERACTION

This practical training course equips front-facing professionals with the mindset, skills, and tools required to deliver consistently excellent customer interactions

Key Objectives:
- Demonstrate professional behavior
- Handle difficult customers
- Follow etiquette best practices in digital communication

Ideal Audience:
- Customer Service Rep.
- Call Center Agents
- Sales Associates
- Front Office Staff

START YOUR LEARNING JOURNEY TODAY

Whether you are looking to advance your career or transform your organization's capabilities, TranceQ is here to guide you every step of the way.

Shaping Excellence in Quality & Process

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