

2021 COPC China Public Training Schedule 2021 年 COPC 中国区公开课培训计划

Date 日期	No. of Days 天数	City 地点	Training Course 培训课程
2021/02/03	1	Online 线上	COPC® Best Practices for Quality Management (Online Course) COPC® 顾客体验质量管理 (线上课程)
2021/03/29- 2021/04/02	5	Beijing 北京	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训
2021/05/10- 2021/05/14	5	Shanghai 上海	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训
2021/05/18- 2021/05/21	4	Wuhan 武汉	COPC® Lean Six Sigma In Contact Centers (Yellow Belt) COPC® 精益六西格玛在联络中心的应用培训 (黄带)
2021/06/07- 2021/06/11	5	Chengdu 成都	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训
2021/06/21	1	Online 线上	COPC® Data Analysis for Contact Center (Online Course) COPC® 联络中心数据分析 (线上课程)
2021/07/05- 2021/07/09	5	Beijing 北京	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训
2021/08/17	1	Online 线上	COPC® Best Practices for Quality Management (Online Course) COPC® 顾客体验质量管理 (线上课程)
2021/09/13- 2021/09/17	5	Shanghai 上海	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训
2021/10/18- 2021/10/22	5	Chengdu 成都	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训
2021/10/18- 2021/10/22	5	Beijing 北京	COPC® Best Practice for Vendor Management Organizations COPC® 供应商管理组织优秀实践培训
2021/10/25- 2021/10/29	5	Beijing 北京	COPC® Lean Six Sigma In Contact Centers (Green Belt) COPC® 精益六西格玛在联络中心的应用培训 (绿带)
2021/11/01	1	Online 线上	COPC® Service Journey (Online Course) COPC® 服务历程思维 (线上课程)
2021/11/15- 2021/11/19	5	Guangzhou 广州	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训
2021/12/13- 2021/12/17	5	Beijing 北京	COPC® Best Practice for Customer Experience Operations COPC® 顾客体验优秀实践培训

注：线下课程因为不可抗力可能会调整时间。

For more information, please contact 报名咨询请联系：

Yvonne Zhu 朱亦红 | +86 136-2192-8498 | yzhu@copc.com

Dorothy Cheng 成玉 | +86 158-1126-0869 | dcheng@copc.com