

## 2019 Schedule

Class					
Description	Length	Date	Location	Fee	
Call Center Metrics, Data Analysis and Reporting	3 day	Monday, May 20, 2019	Greenville, SC	\$2995	<b><i>Take metrics and design classes together for the optimal learning experience.</i></b>
		Monday, October 7, 2019	Greenville, SC	\$2995	
Six Sigma Call Center Design	2 day	Thursday, May 23, 2019	Greenville, SC	\$2395	
		Thursday, October 10, 2019	Greenville, SC	\$2395	
Financial Management for the Call Center Professional		Anytime Anywhere		\$1295	
Six Sigma Analytics and Engineering Masters Class	4 day	Tuesday, December 11, 2018	Greenville, SC	\$4995	