

## Comprehensive Training Portfolio for Banks



# Ahsan Rehman

C-Suite Executive | Corporate Trainer &  
Management Consultant | Executive Coach |  
Business Transformation Expert



With 25+ years in senior leadership, consulting, and corporate training across manufacturing and services, I bring a unique blend of strategic vision and hands-on expertise.

I specialize in driving measurable business impact through process improvements, Lean methodologies, customized diagnostics, team development, and customer experience transformation.

*Corporate Trainer for PIQC and TTI Testing Labs, with 25+ years of experience delivering impactful learning and business transformation.*

- Conducted international & local workshops on Teams, Quality Management, Problem Solving, Service Excellence, Six Sigma & Lean Management
- Coached 200+ teams for process optimization, driving Rs40M+ annual savings through Lean Six Sigma
- Established Service & Quality Departments in leading financial institutions
- Developed Quality Management Systems for manufacturing, service & financial organizations
- Redesigned process manuals for top banks, enhancing compliance & efficiency
- Led successful consulting assignments across industries, driving sustained performance improvement
- Industry leader in Fair Treatment to Customers Policy, setting service benchmarks

## Services Offered



### Training & Workshops

Lean Six Sigma, Service Excellence, Quality tools, Team Building, Strategic Problem-Solving



### Consulting

Process Re-engineering, Operational Excellence, Quality Management system review and enhancement, Customer Experience Enhancement



### Coaching

Team Coaching, Leadership coaching

- ✓ Manufacturing
- ✓ Service Sector
- ✓ Healthcare
- ✓ Financial Institutions
- ✓ Non for Profits
- ✓ Hospitality sector

MBA (IBA) | MA in Economics (GCU)

Certified Manager for Quality/Organizational Excellence | Six Sigma Black Belt |  
Certified Executive Coach

*I offer a holistic approach—combining real-world corporate leadership, consulting expertise, and training capabilities—to help businesses enhance customer experience, streamline operations, and drive sustainable performance improvements. My approach is practical, results-driven, and customized to each organization's needs.*

## WORKSHOP ON

# Building Effective Teams for Branch Banking Excellence

*Empower Teams with Proven Tools that Drive Operational Excellence*

In today's competitive environment, teams have become essential for solving complex challenges and driving continuous improvement.

Organizations that nurture high-performing teams not only boost engagement and innovation but also realize significant operational and financial gains.

This impactful, interactive workshop explores the strategic setup and facilitation of teams to enhance collaboration, problem-solving, and organizational excellence.

By doing so, it guarantees lasting value for organizations, their people, and their long-term performance



**Ahsan Rehman**

Certified Six Sigma Black Belt | Manager for  
Quality & Organizational Excellence (ASQ) |  
Executive & Life Coach

## ✓ Learning Objectives

- Explore team structures and roles specific to branch operations (e.g., integrating service desks and call centers).
- Use problem-solving tools to facilitate team-based initiatives, like reducing account opening TAT by 40%.
- Build ownership through accountability frameworks and performance rewards.
- Integrate SBP-aligned ethics and service standards into team culture.

- 27+ years in banking, specializing in Service Excellence & Quality management.
- Former Head of Service & Quality – Dubai Islamic Bank; Quality Head – UBL.
- Authored bank's S&Q, FTC policies; improved turnaround times by 40%.
- Expert in process improvement & cost savings.
- Corporate trainer & consultant delivering workshops on service, quality & Lean Six Sigma.



## Who should attend

- Operations Managers
- Branch Managers
- Consumer assets Managers

## Learning Outcomes

- Clear understanding of team roles, dynamics, and performance metrics
- Practical team building tools and frameworks
- Team evaluation models and reward mechanisms
- Roadmaps for embedding a culture of team-based continuous improvement

# Service Excellence for Branch Banking Staff

## One Day Workshop

*Elevating Customer Experience to Drive Loyalty*

### Learning Objectives

- Understand SBP's service quality expectations and integrate them into daily branch operations.
- Master customer interaction techniques, including handling queries and complaints effectively.
- Apply service scorecards and mystery shopping results to identify and address gaps.
- Develop action plans for improving teller readiness and customer wait times

### Description:

This interactive one-day workshop draws on real banking scenarios to equip frontline staff with tools for superior service delivery, incorporating mystery shopping, greeting protocols, and performance assessments aligned with SBP guidelines. Build a culture of accountability and ownership to reduce wait times and boost satisfaction scores.



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### Who Should Attend

- Branch managers
- Tellers
- Customer service officers
- New hires in retail banking.

# Fair Treatment to Customers (FTC) in Banking Compliance and Best Practices

*One-day workshop*

*Ethical, Transparent Interactions Aligned with Regulatory Framework*

## Learning Objectives

- Grasp key FTC principles from SBP circulars, including fairness, transparency, and complaint resolution.
- Identify conduct risks in lending, deposits, and digital services, with mitigation strategies.
- Design FTC assessment committees and reporting mechanisms for bank-wide compliance.
- Simulate real-world scenarios to handle grievances and surveys effectively.

## Who Should Attend

Compliance officers,  
Branch banking staff,  
New staff  
consumer banking teams,  
focal points in financial institutions.

## Key Takeaways

- FTC policy framework customized for Pakistani banks.
- Tools for monitoring risk zones and conducting internal audits.
- Actionable steps to foster a customer-first culture, reducing regulatory penalties.



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- Expert in process improvement & cost savings.
- Corporate trainer & consultant delivering workshops on service, quality & Lean Six Sigma.

# Process Improvement in the Financial Sector

*One-day Workshop*

*Streamlining Banking Operations for Efficiency*

## Description

This program applies Lean principles to financial processes like loans, mortgages, and HR/IT support, reducing waste and aligning with SBP's focus on digital efficiency and inclusion.



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## LEARNING OBJECTIVES

- Identify the 8 wastes in banking contexts (e.g., over-processing in account verification).
- Map processes and apply DMAIC to optimize turnaround times and error rates.
- Integrate Lean with SBP guidelines for compliant, customer-focused improvements.
- Develop pilot projects for measurable outcomes, like 25% faster service delivery.

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- Authored bank's S&Q, FTC policies; improved turnaround times by 40%.
- Expert in process improvement & cost savings.
- Corporate trainer & consultant delivering workshops on service, quality & Lean Six Sigma.

## WHO SHOULD ATTEND

- Operations managers
- Process improvement champions,
- Service and Quality Teams
- Lean practitioners in banks and financial services.



# Strategic KPIs MEASURE, ALIGN, ACHIEVE

*One day workshop to build purpose-driven performance metrics*

## Learning Objectives

- Understand KPIs and why they matter
- Apply SMART criteria to build strong KPIs
- Differentiate Leading vs Lagging Indicators
- Draft KPIs aligned with goals and sustainability
- Identify reliable data sources for KPIs
- Align KPIs with market trends and customer needs



**Ahsan Rehman**

25+ years in Quality, Service Excellence & Leadership  
Expert in Teams, Lean, Six Sigma, KPIs, Performance  
Management and Balanced Scorecard  
Certified Trainer & Coach with global best practices  
Known for highly interactive and practical workshops

## Who Should Attend

- Department Heads and Managers
- Quality, Strategy, and Performance Teams
- HR, Operations, Customer Service Professionals
- Anyone setting, managing, or reviewing KPIs

## Key Takeaways

- Clear and SMART KPIs for every department
- Defined data sources for reliability
- Ready-to-implement KPI action plans

# VOICE OF CUSTOMER

## LISTEN, LEARN, LEAD

*One-day workshop to build a customer-centric organization through actionable VoC strategies*

### Learning Objectives

Grasp VoC fundamentals and types of insights  
Apply the Three-Pillar Framework and Kano Model  
Design effective surveys  
Integrate feedback from omnichannel sources  
Utilize journey mapping, churn prediction, and sentiment analysis  
Define and track KPIs for VoC success



### Ahsan Rehman

25+ years in Service Quality, CX Strategy, and Leadership  
Certified Trainer & Coach with global best practices  
Expert in Lean, VoC, Text Analytics, and Journey Mapping  
Known for highly interactive and practical workshops

### Key Takeaways

- A tailored Survey Toolkit ready for deployment
- Skills to interpret and act on predictive and text analytics
- An Action Plan for implementation across your department
- Defined VoC KPIs: NPS, resolution time, repeat feedback loop

### Who Should Attend

Customer Experience & Service Teams  
Marketing, CRM & Digital Engagement  
Professionals

Business Intelligence & Data Analytics  
Professionals

Department Heads & Team Leads  
responsible for customer impact  
Anyone involved in listening to, analyzing, or  
acting on customer feedback

# Process Excellence Coaching

*One Day Workshop*

*Empowering Coaches for Lasting Impact*

## Learning Objectives

- Build the right mindset and skills to coach and facilitate teams
- Understand team structures: Six Sigma, Quality Circles, and Cross-functional Teams
- Practice SMART KPI setting, adult-learning techniques, and quality tools
- Learn how to sustain improvements through habits, peer coaching, and structured follow-ups

## Key Takeaways

Tools to coach teams effectively (listening, questioning, enabling)

Hands-on practice in Problem Solving tools and Techniques

A roadmap to embed continuous improvement in your organization

Personal Action Plan with Top 3 facilitation commitments

## Who Should Attend

Process Improvement Champions

Internal Quality Coaches & Facilitators

Six Sigma Yellow/Green Belts

Team Leaders & Middle Managers



**Ahsan Rehman**

**Certified Six Sigma Black Belt | Manager for Quality & Organizational Excellence (ASQ) | Executive & Life Coach**

With 25+ years of experience, Ahsan specializes in team coaching, continuous improvement, and organizational transformation.

He has trained 100+ facilitators and coached teams across banking, manufacturing, and service sectors, blending practical tools with deep behavioral insight.

# Strategic CX for Banks

## One-day workshop

### *Harnessing Insights to Elevate Service and Build Enduring Trust*

A practical one-day workshop for middle management to turn Voice of Process (VoP) and Voice of Customer (VoC) into measurable Customer Experience (CX) improvements. Participants learn to combine scorecards, audits, mystery shopping and complaint data with surveys and social media insights into dashboards, design branch- and region-level interventions, and use AI for feedback analytics. Covers how Fair Treatment to Customers (FTC) and grievance mechanisms—aligned with SBP guidance and proposed revisions—can be used as strategic enablers.



## Ahsan Rehman

Certified Six Sigma Black Belt | Manager for Quality & Organizational Excellence | Executive & Life Coach

- 20+ years of Leadership experience in Financial sector, specializing in Service Excellence & Quality management.
- Corporate trainer delivering workshops on Service Excellence, Quality, Teams & Lean Six Sigma.
- Former Head of Service & Quality - Dubai Islamic Bank and Quality Head-UBL
- Expert in Process improvement & Team Coaching

## Learning Objectives

- Analyze VoP & VoC data (dashboards, audits, mystery shops, complaints, surveys) to identify service gaps
- Integrate operational and customer data to raise NPS, reduce risk, and improve service consistency.
- Apply SBP FTC principles and grievance frameworks to strengthen fairness, disclosures and complaint resolution.
- Design team-led, data-driven intervention plans

## Key Takeaways

- VoP+VoC integration framework and dashboard templates.
- Practical tools for structured process improvement and pilot design.
- Continuous CX monitoring toolkit and action roadmap linking compliance to customer loyalty.

## Who Should Attend

- Area Managers,
- Area Ops Managers,
- Regional Branch Managers
- Compliance & CX Leads (retail/consumer banking)

# Mastering Call Handling for Telesales Excellence

## One-day workshop

***Empower Your Outbound Team with the Skills to Connect, Persuade, and Comply***

In today's competitive banking landscape, telesales teams are key to building customer trust, driving sales, and ensuring compliant communication.

This one-day workshop equips participants with practical tools and live-call techniques to enhance every interaction — from greeting to close.

Through simulations and real-world examples, they'll master communication, rapport-building, objection handling, and SBP's FTC principles, enabling confident, compliant, and high-impact customer conversations.



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- Corporate trainer delivering workshops on Service Excellence, Quality, Teams & Lean Six Sigma.
- Former Head of Service & Quality - Dubai Islamic Bank and Quality Head-UBL
- Expert in Process improvement & Team Coaching

## Learning Objectives

- Communicate professionally and confidently.
- Build trust through active listening and empathy.
- Handle customer objections with ease.
- Apply SBP's FTC principles for fairness and transparency.
- Avoid pressure selling or misleading practices.
- Follow a structured call flow from opening to close.

## Learning Outcomes

- Enhanced call confidence and professionalism.
- Stronger customer connection and improved conversion rates.
- Awareness of key compliance principles in telesales communication.
- Ready-to-use frameworks and self-assessment tools for ongoing development.

## Who Should Attend

- Out Bound Tele Sales Representatives
- Team Managers/ Supervisors

# Everyday Coaching: Essential Skills for Managers



**One-day workshop**

*Empower Managers to Transform Feedback into Lasting Development*

## Learning Objectives

Distinguish coaching from managing and build essential micro-coaching skills

Master coaching models like GROW and AID for structured conversations

Practice handling performance feedback, difficult situations, and resistance through exercises and role plays

Develop strategies for sustaining behavior change through follow-ups and plans

Create personalized 90-day development paths with measurable outcomes

## Key Takeaways

Ready-to-use coaching tools & templates

Practice through role-plays & live clinics

Skills in questioning, listening, & feedback

Roadmap to embed coaching in daily management

Personal action plan with measurable goals



## Who Should Attend

Managers and Supervisors

Team Leaders in Operations

HR Professionals & Employee Development Specialists

Anyone Seeking to Enhance Coaching Skills for Workplace Impact

**Ahsan Rehman** is an executive and life coach, as well as a certified Six Sigma Black Belt, with over 25 years of experience.

He has coached managers and teams across banking, manufacturing, and services, building skills in leadership, process improvement, and structured problem-solving.

With over 100 facilitators trained, Ahsan blends practical tools, proven frameworks, and behavioral insight to help organizations embed coaching for lasting performance gains.