

Comprehensive Training Workshops Suite

Effective Teams

Enhancing collaboration and teamwork for better outcomes.

Lean Six Sigma

Streamlining processes for efficiency and sustainability.

Strategic KPIs

Measuring performance to achieve strategic goals.

Quality Tools

Utilizing tools for process improvement and quality control.

Voice of Customer

Understanding customer needs for better service.

Service Excellence

Providing exceptional service in manufacturing.

Quality Cost Management

Managing costs effectively while maintaining quality.

Process Excellence Coaching

Guiding teams to achieve process excellence.

Everyday Coaching: Essential Skills for Managers

Equipping managers with coaching skills to transform feedback into lasting development.

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 EFFECTIVE TEAMS FOR CONTINUOUS IMPROVEMENT

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 is a seasoned trainer and coach with 25+ years of leadership experience across manufacturing, banking, and services.

He has mentored over 200 teams, driving financial savings, process and productivity improvements, customer satisfaction, and skill enhancement.

Ahsan specializes in team dynamics, coaching-based leadership, and quality management, blending proven tools with interactive learning to deliver high-impact results.

✓ Learning Objectives

- Understand the core concepts and types of teams
- Explore financial and non-financial benefits of teams
- Learn the structure and methodology of effective team deployment
- Discover techniques to build, develop, and sustain high-performance teams
- Use problem-solving tools to facilitate team-based improvement
- Set up systems to evaluate and reward team performance
- Integrate team culture into company-wide continuous improvement efforts



Who should attend

Managers in Quality, Operations, HR, Production, Projects
Team Leaders & Facilitators
Department Heads & CI Champions
Professionals involved in Employee Engagement

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



One Day Workshop on LEAN SIX SIGMA FOR A SUSTAINABLE FUTURE DRIVING PERFORMANCE WITH PURPOSE

In today's landscape, excellence that neglects sustainability can no longer be considered true excellence.

This impactful, one-day interactive workshop delves into the strategic application of Lean and Six Sigma principles to enhance both operational excellence and environmental sustainability.

By doing so, it guarantees lasting value for organizations, society, and our planet.

Learning Objectives

- Understand core principles of Lean, Six Sigma & sustainability
- Identify the eight wastes in an environmental context
- Map Environmental KPIs to relevant SDGs
- Apply DMAIC to sustainability improvement projects
- Develop a practical action plan to drive sustainable value

Who should attend

- Managers in Quality, Operations, Production, Projects
- Process Owners & Sustainability Champions
- Continuous Improvement & EHS Teams



Ahsan Rehman is a seasoned business excellence, Sustainability and Quality Management expert with a strong background in manufacturing and quality systems.

Having led strategic Lean Six Sigma deployments and sustainability initiatives, Ahsan blends efficiency, process rigor, and environmental consciousness.

He has trained and coached professionals across manufacturing industries to help embed sustainability into core operations.

Learning Outcomes

- Green KPIs for your dashboards
- Lean thinking applied to resource optimization
- Practical roadmaps to embed sustainability into operations

LEAN SIX SIGMA FOR OPERATIONAL EXCELLENCE

One-day workshop to drive productivity, precision, and sustainability on the shop floor

Learning Objectives

Understand Lean Thinking and modern manufacturing challenges

Master DMAIC framework for process consistency & defect reduction

Identify and eliminate waste using 8 Wastes & Value Stream Mapping

Align Lean Six Sigma with operational KPIs & strategic business goals

Explore how technology (IoT, AI, dashboards) enhances Lean impact

Apply Lean Six Sigma in real-world manufacturing scenarios



Ahsan Rehman

25+ years of leadership in Quality, Lean, Six Sigma & Manufacturing Excellence
Certified Lean Six Sigma Black Belt | Certified Manager for Quality & Organizational Excellence | Certified Executive and Leadership Coach

Extensive global experience in Driving successful Six Sigma programs, Operational Excellence, process improvement, and service excellence

Renowned for delivering practical, high-impact workshops across diverse industries

Who Should Attend

- Manufacturing Managers, Engineers & Plant Heads
- Quality, Operations & Continuous Improvement Teams
- Lean Six Sigma Practitioners and Project Leads
- Anyone responsible for delivering quality, efficiency, or sustainability in manufacturing

Key Takeaways

A clear understanding of how Lean and Six Sigma complement each other

Tools to launch and support continuous improvement projects in your facility

Hands-on experience with value stream thinking and KPI alignment

A ready-to-implement mini-project focused on manufacturing waste reduction



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

Essential Quality Tools for Process Improvement

A One day workshop

Empower Teams with Proven Tools that Drive Operational Excellence

In today's fast-paced business world, having the right tools to analyze and improve processes is not just valuable—it's essential. This engaging, one-day interactive workshop is designed to equip professionals with practical knowledge of three foundational quality tools: Process Mapping, Fishbone Diagram, and Pareto Analysis

These tools help teams identify inefficiencies, analyze root causes, and prioritize actions for impactful improvements.

By the end of the day, participants will walk away with actionable insights they can immediately apply to real-world scenarios.

Learning Objectives

- Learn the structure and application of Process Flowcharts & Swimlane Maps
- Master the Fishbone Diagram for root cause analysis
- Understand and apply the Pareto Principle (80/20 Rule) to problem prioritization
- Practice using real-world case data in group settings
- Develop confidence in selecting and facilitating right quality tool for the situation

Who should attend

- Managers in Operations, Quality, Projects, and Process Improvement
- Team Leads & Quality Champions
- Process Owners & Cross-Functional Teams
- Continuous Improvement Professionals

Contact Us: 0300-2542938



Ahsan Rehman is a quality, productivity, and process improvement expert with over 25 years of experience across service and manufacturing sectors.

Ahsan has trained hundreds of professionals and led quality initiatives that drove measurable business results.

His practical, case-based training approach ensures that each participant leaves with tools they can immediately apply.

Learning Outcomes

- Build insightful process maps for greater clarity and accountability
- Uncover and address root causes systematically using cause-and-effect tools
- Apply Pareto Analysis to focus on the most impactful problems
- Experience hands-on learning with tools you can use the next day

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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



Service Excellence In Manufacturing

One-day immersive workshop to enhance customer loyalty, culture, and KPIs

Learning Objectives

- Define what Service Excellence means in B2B manufacturing contexts
- Understand the role of customer experience and how to capture the Voice of the Customer (VOC)
- Learn to set and track meaningful Service KPIs aligned with quality and value
- Build a service-oriented culture across teams and leadership
- Design a sustainable action plan for continuous service improvement

Key Takeaways

- Clear understanding of VOC, CTQs, and the Kano Model
- Ability to define and measure service KPIs in a manufacturing setup
- Practical tools to shape a culture of responsiveness and reliability
- Customized Service Excellence Improvement Plan for your company



Ahsan Rehman

**Certified Lean Six Sigma Black Belt
| Certified Manager for Quality & Organizational Excellence**

25+ years of experience in Quality, Lean, and Service Excellence across manufacturing and service sectors. Known for high-impact, practical workshops that blend global insights with real-world application in B2B environments.

Who Should Attend

- Customer Experience and Service Heads
- Quality & Operations Managers
- Sales Support, Technical Service, and Aftersales Teams

Operational Excellence Through Quality Cost Management

One day workshop to reduce hidden costs, improve quality investments, and build cross-functional action plans

LEARNING OBJECTIVES

- Understand why quality costs matter in operational efficiency
- Learn how to categorize and measure Prevention, Appraisal, Internal & External Failure costs
- Use dashboards, KPIs, and COPQ formulas to quantify quality impact
- Identify where to invest: inspection vs. prevention tools
- Design a pilot program with measurable outcomes and team accountability



Ahsan Rehman

Ahsan is a Quality and Lean expert with over 25 years of cross-industry experience. He has led impactful Cost of Poor Quality (COPQ) reduction projects across manufacturing and service sectors, delivering measurable results.

Ahsan is known for turning complex quality concepts into practical, actionable insights, and holds certifications as a Six Sigma Black Belt, Manager for Quality & Organizational Excellence (ASQ), and Executive Coach.

KEY TAKEAWAYS

- Tools to track and analyze quality costs using Excel
- Real-world examples to identify hidden costs of poor quality
- Strategies to optimize prevention spending using Lean and Six Sigma
- Customizable SMART Objectives and Pilot Plans for your organization

WHO SHOULD ATTEND

- Quality Managers & Analysts
- Operations, Production & Process Leaders
- Finance and Cost Control Teams
- Lean, Six Sigma & Continuous Improvement Professionals

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



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.

Who Should Attend

Process Improvement Champions

Internal Quality Coaches & Facilitators

Six Sigma Yellow/Green Belts

Team Leaders & Middle Managers

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.