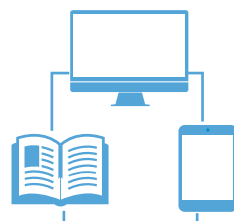


# Training Master List



## ABOUT US

APEX Global (The Academy for Professional Excellence) is the learning solutions arm of ECCI-the leading process improvement solutions provider in Southeast Asia.

Our sole aim is to promote performance excellence among professionals. We help our customers achieve greater success through effective, experiential and results-oriented training delivery.

Empowered with a strong pool of expert trainers and facilitators having expertise in a niche array of domains and a strong regional presence, we provide an extensive portfolio of excellent industry specific and functional programs coupled with high quality training materials to provide best-in-class services for professionals around.

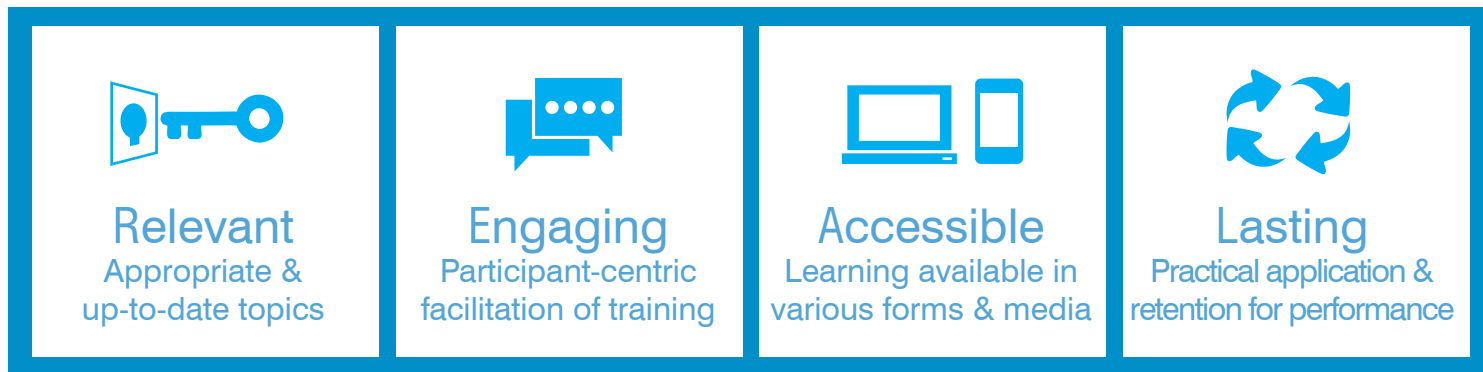


## OUR PROMISE

As the global business environment moves toward a level playing field where acquiring the necessary knowledge, skills and competencies has become the new mantra for staying relevant, the edge is to keep on learning.

APEX Global recognizes that learning is an “experience”.

We provide our clients the R.E.A.L. learning experience every time they engage with us.



To deliver on our promise, we focus on the key factors - S.T.A.M.P.



## OUR PORTFOLIO



### TRAININGS

Extensive range of high-quality industry specific & functional programs

- Public
- In-house



### CONFERENCES & AWARDS

Revolutionary avenues for like-minded professionals

Conferences:

- ASEAN Corporate Sustainability Summit
- Resiliency Forum Asia



### MASTERCLASS

True Mastery of Proficiency in the professional arena

Areas Covered:

- Hi-Problem
- Hi-Interest
- Hi-Growth



### MANAGED SERVICES

Portfolio of tailored training management services

Services Modes:

- Preferred Training Provider
- Training Manager
- Training Optimizer



### LEARNING ON DEMAND

Packaged e-learning content to facilitate efficient knowledge transfer

Products:

- LoD Toolkit
- Web LoD
- Gamification

## K-Community

Promoting continuous learning and knowledge sharing amidst a community of professionals through various media



## LEARNING AIDS

Part of a good learning experience is having access to the best tools in the proper package. Our clients enjoy the benefits of an array of learning aids which include:



Training Manuals



Echo CD



Quick Reference Cards (QRC)



Quick Reference Posters (QRP)



Certificate

## KEY DOMAINS & PARTNERS



### (S&C) Standards and Compliance

- Quality & Productivity
- Energy, Environment, Health & Safety



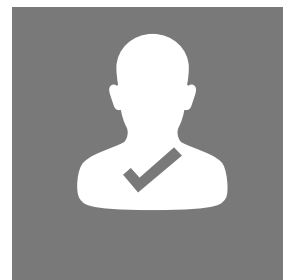
### (ITX) IT Excellence

- IT Security & Risk Management
- IT Architecture
- IT Service Management
- IT Quality
- IT Continuity Management
- IT Governance



### (BPX) Business Process Excellence

- Productivity Tools
- Project & Program Management
- Process Improvement Techniques
- Business Analysis
- Supply Chain Management
- Innovation
- Business Continuity & Risk Management
- Six Sigma & Lean



### (BEX) Behavioral Excellence

- Leadership Management
- Personal Development
- Organizational Development
- Sales & Services Transformation



### (CSG) Corporate Sustainability & Governance

- Sustainability Reporting
- Energy Management
- Carbon Management & Climate Change
- Corporate Responsibility & Governance



All logos included here are either partners (direct or indirect) of ECCI / Apex Global involved in training delivery, content development and/or professional certifications

## Quality & Productivity



Achieving Financial Benefits from Quality Management System (QMS) using 10014 Best Practices	SCO-QPR-101	2
Advanced Internal Audit	SCO-QPR-102	1
Effective Implementation of Document & Document Control	SCO-QPR-103	1
Effective Records Management	SCO-QPR-104	1
ISO 10002:2004 Guidelines to Implement a Complaints Management Framework	SCO-QPR-105	1
ISO 10003:2007 Setting Up an Effective Dispute Resolution System	SCO-QPR-106	1
ISO 10014:2006 Guidelines to Achieve Financial Benefits from your QMS	SCO-QPR-107	1
ISO 10015:1999 An in Depth Understanding of Quality Management Guidelines for Training	SCO-QPR-108	1
ISO 10019:2009 Quality Guidelines to Choose the Right Consultant	SCO-QPR-109	1
ISO 13485:2003 QMS for Medical Device Manufacturing	SCO-QPR-110	1
ISO 17025:2005 QMS for Calibration & Testing Laboratories	SCO-QPR-111	1
ISO 19011:2011 Performing an Effective Process Audit	SCO-QPR-112	2
ISO 26000:2010 An Overview of the Guidelines for Corporate Social Responsibility	SCO-QPR-113	1
ISO 28000:2005 Supply Chain Security Management (SCSM)	SCO-QPR-114	1
ISO 9001:2008 Quality Management System (QMS)	SCO-QPR-115	1
ISO/TS 16949:2009 QMS for Automotive Production & Relevant Service Part Organization	SCO-QPR-116	1
PAS 99 Integrated Management System (IMS): Overview, Implementation & Audit	SCO-QPR-117	1
ISO 9001:2015 Transition & Awareness	SCO-QPR-118	1

## Energy, Environment, Health & Safety



ISO 14001:2004 Environmental Management Systems (EMS) - Environmental Impact Assessment (EIA)	SCO-EHS 101	1
ISO 14001:2004 Environmental Management Systems (EMS)	SCO-EHS 102	1
ISO 14063:2006 Guidelines & Examples on Environmental Communication	SCO-EHS 103	1
ISO 14064:2006 Green House Gas Emissions & Removals	SCO-EHS 104	1
ISO 22000:2005 Food Safety Management System (FSMS)	SCO-EHS 105	1
ISO 22000:2005 FSMS: Food Safety Management System Lead Auditor	SCO-EHS 106	5
ISO 50001 Energy Management System (EnMS)	SCO-EHS 107	1
OHSAS 18001:2007 Occupational Health & Safety	SCO-EHS 108	1
OHSAS 18001:2007 Occupational Health & Safety - Hazard & Risk Identification	SCO-EHS 109	2

LEGEND: Certification Programs e-Learning Programs Signature Programs

accenture

Metrobank

NAC  
NICKEL ASIA CORP.

Maynilad

SMART

## ITX IT Security &amp; Risk Management



CISSP - Certified Information Systems Security Professional	ITX-SRM-101	4
Assessing Threats & Vulnerabilities for Effective Information Security	ITX-SRM-102	1
CISA - Certified Information Systems Auditor Boot Camp	ITX-SRM-103	3
Combined Lead Auditor Course (QMS,ISMS,& BCM)	ITX-SRM-104	5
Data Privacy & Data Protection	ITX-SRM-105	2
Data Security Practitioner - Payment Card Industry	ITX-SRM-106	2
Effective ISMS using ISO 27001:2013 - An Overview	ITX-SRM-107	1
Implementing IT Governance : Foundation & Principles	ITX-SRM-108	3
Information Security Risk Management using ISO 27001:2013 Guidelines	ITX-SRM-109	5
Transitioning from ISO 27001:2005 to ISO 27001:2013	ITX-SRM-110	1
ISO 27001:2013 Foundation	ITX-SRM-111	1
ISMS (ISO 27001:2013) Practitioner	ITX-SRM-112	2
ISO 27001:2013 ISMS Internal Auditor	ITX-SRM-113	2
ISO 27001:2013 ISMS Lead Auditor	ITX-SRM-114	5
PCIP - PCI Professional	ITX-SRM-115	1
ISA - Internal Security Assessor	ITX-SRM-116	2
PCI-DSS - Best Practice Overview for Credit Card Data Security	ITX-SRM-117	1
Penetration Testing	ITX-SRM-118	3
Risk Management - Key for ISMS	ITX-SRM-119	2
Risk Management Using OCTAVE Methodology	ITX-SRM-120	2
Securing Web Applications, Services & Servers	ITX-SRM-121	4
Vulnerability Assessment	ITX-SRM-122	3

## IT Architecture



CDCE - Certified Data Center Expert	ITX-SRM-101	5
Assessing & Validating your Enterprise Solution	ITX-SRM-102	2
CDCP - Certified Data Center Professional	ITX-SRM-103	2
CDCS - Certified Data Center Specialist	ITX-SRM-104	3
CDFOM - Certified Data Center Facilities Operations Manager	ITX-SRM-105	3
CDRP - Certified Data Center Risk Professional	ITX-SRM-106	2
Cloud Administrator	ITX-SRM-107	3
Cloud Developer	ITX-SRM-108	3
Cloud Essentials	ITX-SRM-109	2
Cloud Essentials E-Learning	ITX-SRM-110	1.5
Cloud Security & Governance	ITX-SRM-111	3
Cloud Service Manager	ITX-SRM-112	3
Cloud Solutions Architect	ITX-SRM-113	3
Enterprise Analysis and Domain Modelling	ITX-SRM-114	1
Enterprise Architectural Design Overview	ITX-SRM-115	1
Enterprise Architecture	ITX-SRM-116	4
Enterprise Solution Engineering	ITX-SRM-117	1
Enterprise Solution Engineering Overview	ITX-SRM-118	1

Introduction to Data Center Management	ITX-ARC-119	1
Overview on Design Patterns	ITX-ARC-120	2
Process Architecture Management & Optimization Models Course	ITX-ARC-121	1
Solution Analysis & Design Overview	ITX-ARC-122	1
TOGAF 8 to TOGAF 9 Bridge	ITX-ARC-123	2
TOGAF 9 Foundation & Certified (Level 1 & 2)	ITX-ARC-124	4
TOGAF Workshop: Enhancing Architecture Capability	ITX-ARC-125	1
TOGAF® 9.1 Foundation	ITX-ARC-126	2
Virtualization & Cloud Awareness E-learning	ITX-ARC-127	0.5
Virtualization Essentials	ITX-ARC-128	2
Virtualization Essentials E-Learning	ITX-ARC-129	1.5

## IT Service Management





CMMI SVC V1.3 Overview	ITX-SER-101	2
CMMI SVC V1.3 Supplement Course	ITX-SER-102	1
Effective Capacity & Availability Management	ITX-SER-103	2
e-SCM Overview of Best Practices	ITX-SER-104	1
Essentials of an Effective Service Desk	ITX-SER-105	1
e-TOM Business Process Framework for Telecom Operations	ITX-SER-106	1
Implementing & Auditing ITSM using ITIL Best Practices	ITX-SER-107	2
Implementing ITIL Best Practices for Effective Service Delivery	ITX-SER-108	2
ISO 20000:2011 Service Management Systems (SMS) Awareness	ITX-SER-109	1
ISO 20000:2011 Service Management Systems (SMS) Lead Auditor	ITX-SER-110	5
ISO 27001:2013 Foundation	ITX-SER-111	1
ITIL - v3 Overview	ITX-SER-112	1
ITIL v3 Foundation	ITX-SER-113	3
ITIL v3 Intermediate Capstone - Managing Across the Lifecycle	ITX-SER-114	4
ITIL v3 Service Capability Courses		
ITIL v3 Service Capability: Release, Control, and Validation	ITX-SER-115	5
ITIL v3 Service Capability: Operational Support Analysis (OSA)	ITX-SER-116	5
ITIL v3 Service Capability: Service Offering & Agreement (SOA)	ITX-SER-117	5
ITIL v3 Service Capability: Planning, Protection, and Optimization	ITX-SER-118	5
ITIL v3 Service Lifecycle Courses		
ITIL v3 Service Life Cycle: Service Operations	ITX-SER-119	3
ITIL v3 Service Life Cycle: Service Strategy	ITX-SER-120	3
ITIL v3 Service Life Cycle: Service Design	ITX-SER-121	3
ITIL v3 Service Life Cycle: Service Transition	ITX-SER-122	3
ITIL v3 Train the Trainer	ITX-SER-123	4
Official Intro to CMMI SVC v1.3	ITX-SER-124	3
Overview of Service Management Best Practices (ITIL / ISO 20000 / CMMI SVC)	ITX-SER-125	1
SDF - Service Desk Foundation	ITX-SER-126	2
SDM - Service Desk Master	ITX-SER-127	5
SDP - Service Desk Practitioner	ITX-SER-128	3
Service Level Management Specialist	ITX-SER-129	1
Service Management Practitioner	ITX-SER-130	2



IT Quality			
Advanced Quick Test Professional (AQTP)	ITX-QUA-101	3	
Advanced Structured Query Language (ASQL)	ITX-QUA-102	3	
Agile & CMMI: Co-Existence	ITX-QUA-103	2	
Agile Role Base Coaching	ITX-QUA-104	2	
Application Lifecycle Management - The Key Success Factors	ITX-QUA-105	1	
Application Performance Management	ITX-QUA-106	1	
ASP - Agile SCRUM Practitioner	ITX-QUA-107	2	
Basic Quick Test Professional (BQTP)	ITX-QUA-108	3	
 CITM - Certified IT Manager	ITX-QUA-109	3	
CMMI DEV v1.3 Overview	ITX-QUA-110	2	
CMMI Development & Service - An Integrated Approach	ITX-QUA-111	2	
CMMI v1.3 - What has Changed?	ITX-QUA-112	1	
Contact Center Technology - What Works & What Drives Result?	ITX-QUA-113	1	
Continual Improvement Assessment Techniques	ITX-QUA-114	1	
COPC 2000 Overview	ITX-QUA-115	1	
COPC 2000 Overview: QMS for Contact Centers	ITX-QUA-116	1	
CSQP - Certified Software Quality Professional	ITX-QUA-117	5	
 CSTM - Certified Software Testing Manager	ITX-QUA-118	3	
Effective Peer Review - The Seven (7) Essential Habits	ITX-QUA-119	2	
Fagan Inspection Method	ITX-QUA-120	2	
Implementing an Effective CMMI Software Metrics Framework	ITX-QUA-121	2	
Implementing Risk Based Audit	ITX-QUA-122	1	
Improvising Metrics in Software Quality	ITX-QUA-123	1	
 Integrated IT Excellence for Organizational Success (CMMI, ISMS, & ITSM)	ITX-QUA-124	1	
Introducing 'Quality' in Software Lifecycle	ITX-QUA-125	1	
 ISTQB - Certified Tester - Advanced Level in Software Testing	ITX-QUA-126	4	
 ISTQB - Certified Tester - Foundation Level in Software Testing	ITX-QUA-127	2	
Moving Toward Zero Defects in Software Development	ITX-QUA-128	1	
 Official Intro to CMMI v1.3 DEV	ITX-QUA-129	3	
People-CMM (P-CMM) v2.0 Creating Maturity among Human Capital	ITX-QUA-130	1	
 PMI - Agile Certified Practitioner	ITX-QUA-131	3	
 PSD - Professional SCRUM Developer	ITX-QUA-132	2	
 PSM - Professional SCRUM Master	ITX-QUA-133	2	
 PSPO - Professional SCRUM Product Owner	ITX-QUA-134	2	
Requirements Engineering	ITX-QUA-135	2	
Requirements Management - Key to Successful Delivery	ITX-QUA-136	1	
Automation Testing using Selenium RC	ITX-QUA-137	3	
Automation Testing using Selenium Webdriver	ITX-QUA-138	3	
Introduction Database Testing	ITX-QUA-139	3	
Introduction to Software Testing	ITX-QUA-140	2	
Introduction to Core Java	ITX-QUA-141	3	
Introduction to Quality Centre	ITX-QUA-142	2	
Introduction to SOAP UI	ITX-QUA-143	2	

Mobile Testing Course Content	ITX-QUA-144	2
Performance Testing using Jmeter	ITX-QUA-145	3
Performance Testing using Load Runner	ITX-QUA-146	3
VB Scripting	ITX-QUA-147	2
Software Project Effort Estimation Training	ITX-QUA-148	3
Software Projects Management Essentials	ITX-QUA-149	1
 Software Quality Boot Camp	ITX-QUA-150	2
 Software Six Sigma - Key to Perform Excellence	ITX-QUA-151	1
Software Testing Fundamentals	ITX-QUA-152	1
SPICE - Software Process Improvement & Capability Determination	ITX-QUA-153	2
 SQMP - Software Quality Management Professional	ITX-QUA-154	2
SQUARE - Software Quality & Requirement Engineering using ISO 25000	ITX-QUA-155	1

IT Continuity Management			
BS 25777 IT Service Continuity - Key for Service Excellence	ITX-CON-101	2	
 CBRITP -Certified Business Resilience IT Professional	ITX-CON-102	3	
 DRP - Disaster Recovery Practitioner	ITX-CON-103	2	
Implementing & Managing IT Disaster Recovery Planning	ITX-CON-104	4.5	
Implementing IT Disaster Recovery Planning	ITX-CON-105	2.5	
 ISO 24762 Managing ICT Disaster Recovery Implementation Workshop	ITX-CON-106	2	
 ISO 24762 Managing ICT Disaster Recovery Overview	ITX-CON-107	1	
Managing IT Disaster Recovery Planning	ITX-CON-108	2.5	

IT Governance			
Implementing an Effective IT Governance through COBIT	ITX-GOV-101	1	
Aligning Organizational IT Strategy with the Business Needs	ITX-GOV-102	2	
 COBIT 5 Foundation	ITX-GOV-103	3	
ISO 38500 Overview of IT Governance	ITX-GOV-104	1	

LEGEND:  Certification Programs  e-Learning Programs  Signature Programs



## Productivity Tools



Better Business Efficiencies Using MS Excel Advanced Features	<b>BPX-PT-101</b>	2
Creating Process Work Flow using MS Visio	<b>BPX-PT-102</b>	2
Crunching Data using SPSS	<b>BPX-PT-103</b>	2
Data Analysis using Excel & Minitab	<b>BPX-PT-104</b>	1
Enhanced Office Productivity: Applied Project Management using Microsoft Project	<b>BPX-PT-105</b>	1
Enhanced Office Productivity: Combined MS Word, Excel & Powerpoint	<b>BPX-PT-106</b>	2
Enhanced Office Productivity: Creating Effective Presentations using MS Powerpoint	<b>BPX-PT-107</b>	1
Enhanced Office Productivity: MS Excel Advanced + Minitab	<b>BPX-PT-108</b>	2
Enhanced Office Productivity: MS Excel Essentials	<b>BPX-PT-109</b>	1
Enhanced Office Productivity: MS Word	<b>BPX-PT-110</b>	1
Statistical Tools: Minitab & SPSS Combined Training	<b>BPX-PT-111</b>	2

## Project & Program Management



Advance PM Skills for Project Managers	<b>BPX-PPM-101</b>	2
CAPM - Certified Associate in Project Management	<b>BPX-PPM-102</b>	2
Combined Prince 2 Foundation & Practitioner Course	<b>BPX-PPM-103</b>	5
Conflict Resolution for Project Managers - How to Turn Conflicts into Compliments	<b>BPX-PPM-104</b>	1
EVM - Earned Value Management	<b>BPX-PPM-105</b>	1
Effective Requirements & Scope Management	<b>BPX-PPM-106</b>	1
Essentials of Effective Project Management	<b>BPX-PPM-107</b>	1
Going Beyond Project Management Professional (PMP)	<b>BPX-PPM-108</b>	2
IT Project Management	<b>BPX-PPM-109</b>	2
Managing Project Inertia	<b>BPX-PPM-110</b>	2
Moving from Project Management to Program Management	<b>BPX-PPM-111</b>	1
PMP - Project Management Professional	<b>BPX-PPM-112</b>	4
PMP Crash Course	<b>BPX-PPM-113</b>	2
Portfolio Management - Agiling your Projects to Strategic Objectives	<b>BPX-PPM-114</b>	1
Prince2 Foundation Course	<b>BPX-PPM-115</b>	3
Prince2 Practitioner	<b>BPX-PPM-116</b>	2
Programmed Management Basics using PMBoK Guidelines	<b>BPX-PPM-117</b>	1
Project Budgeting - Forecasting & Accounting	<b>BPX-PPM-118</b>	1
Project Resource & Time Management	<b>BPX-PPM-119</b>	2
Project Risk Management	<b>BPX-PPM-120</b>	1

## Process Improvement Techniques



7 Basic & 7 New QC Management Tools	<b>BPX-PIT-101</b>	3
7 Basic QC Management Tools	<b>BPX-PIT-102</b>	2
7 New QC Management Tools	<b>BPX-PIT-103</b>	2
Advanced SPC / Process Capability Analysis	<b>BPX-PIT-104</b>	2
APQP - Advanced Product Quality Planning	<b>BPX-PIT-105</b>	1
Certified IPC Specialist	<b>BPX-PIT-106</b>	5
Core Tools Practitioner	<b>BPX-PIT-107</b>	3
Cost Reduction through 5S - Good Housekeeping	<b>BPX-PIT-108</b>	1
CQA - Certified Quality Associate	<b>BPX-PIT-109</b>	3
CRP - Certified Reliability Professional	<b>BPX-PIT-110</b>	3
DFM - Design for Manufacturability	<b>BPX-PIT-111</b>	1
DOE - Design of Experiment	<b>BPX-PIT-112</b>	2
Effective Benchmarking	<b>BPX-PIT-113</b>	1
FTA - Fault Tree Analysis	<b>BPX-PIT-114</b>	1
FMEA - Failure Modes & Effects Analysis	<b>BPX-PIT-115</b>	1
GD&T - Geometric Dimensioning & Tolerancing	<b>BPX-PIT-116</b>	2
Human Dimension of Quality	<b>BPX-PIT-117</b>	1
Kanban Methodology	<b>BPX-PIT-118</b>	5
Keeping Score - Right Metrics to Derive World Class Performance	<b>BPX-PIT-119</b>	2
MSA - Measurement Systems Analysis	<b>BPX-PIT-120</b>	2
Performance Management Excellence through Balanced Scorecard	<b>BPX-PIT-121</b>	1
Poka Yoke - Mistake Proofing	<b>BPX-PIT-122</b>	1
PPAP - Production Part Approval Process	<b>BPX-PIT-123</b>	2
Problem Solving & Decision Making - SOLVE, Kepner-Tregoe	<b>BPX-PIT-124</b>	2
Productivity Application in Materials Management	<b>BPX-PIT-125</b>	1
Productivity in Maintenance Management	<b>BPX-PIT-126</b>	1
QSUP - Quality Skills Upliftment Program	<b>BPX-PIT-127</b>	2
Quality Function Deployment	<b>BPX-PIT-128</b>	1
RCA - Root Cause Analysis	<b>BPX-PIT-129</b>	1
Simplified Total Quality Management (TQM)	<b>BPX-PIT-130</b>	1
SPC - Statistical Process Control	<b>BPX-PIT-131</b>	1
TPM - Total Productive Maintenance	<b>BPX-PIT-132</b>	2
VSM - Value Stream Mapping	<b>BPX-PIT-133</b>	2

LEGEND: Certification Programs e-Learning Programs Signature Programs

## Business Analysis



Aligning Solutions to Organizational Requirements	BPX-BA-101	1
CBAP - Certified Business Analysis Professional	BPX-BA-102	3
CCBA - Certification of Competency in Business Analysis	BPX-BA-103	3
Documenting & Managing Requirements	BPX-BA-105	1
Measuring Business Analysis: Establishing Effective Metrics	BPX-BA-106	1
Requirements Elicitation Techniques Overview	BPX-BA-108	1

## Supply Chain Management



Contract Management	BPX-SCM-101	1
Cost Savings through Spend Analysis & Consolidation	BPX-SCM-102	0.5
Demand & Production Management	BPX-SCM-103	2
e-Procurement Overview	BPX-SCM-104	1
e-Sourcing Advantages, Strategy & Tools	BPX-SCM-105	1
Financial Management for Supply Management Practitioners	BPX-SCM-106	1
Inventory Management & Demand Forecasting	BPX-SCM-107	2
Inventory Management Overview	BPX-SCM-108	1
Logistics Operations Foundation Course	BPX-SCM-109	1
Managing e-Catalogues for Internal Customers	BPX-SCM-110	1
Managing Supplier Information & Performance	BPX-SCM-111	1
Procurement & Sourcing Strategies & Techniques	BPX-SCM-112	2
Storage Systems & Materials Handling	BPX-SCM-113	2
Supply Chain Management Overview	BPX-SCM-114	1
Warehousing & Distribution Practices - Advanced Course	BPX-SCM-115	3
Warehousing Essentials - An Overview	BPX-SCM-116	1

## Innovation



Creative Problem Solving	BPX-INN-101	1
Creativity & Innovation	BPX-INN-102	1
Innovative Leadership	BPX-INN-103	1
TRIZ - Foundation Training	BPX-INN-104	1

## Business Continuity & Risk Management



Business Continuity Management (BCM) Awareness Training	BPX-BCM-101	1
Enterprise Risk Management (ERM)	BPX-BCM-102	2
BCM Executive Overview	BPX-BCM-103	0.5
BCM Practitioner	BPX-BCM-104	2
Business Continuity Maturity Model Assessor Course	BPX-BCM-105	2
Business Impact Analysis/ Risk Assessment Workshop	BPX-BCM-106	1
Combined Practitioner (BCM & ISMS)	BPX-BCM-107	3
Crisis Communication Planner	BPX-BCM-108	2
Crisis Management Overview	BPX-BCM-109	2
Crisis Team Leadership Development	BPX-BCM-110	3
Emergency Management Overview	BPX-BCM-111	2
Essentials of Organizational Resilience Series	BPX-BCM-112	2
ICOR - Essential Knowledge for Critical Environment: Critical Environment Technician Associate (CETa)	BPX-BCM-113	3
ICOR - Critical Environment Technician (CET)	BPX-BCM-114	3
ICOR - Critical Environment Manager (CEM)	BPX-BCM-115	5
ICOR - Critical Environment Engineer (CEE)	BPX-BCM-116	3
ICOR - Critical Environment Auditor (CEA)	BPX-BCM-117	5
ICOR - Implementing ISO 22301:2012	BPX-BCM-118	5
ISO 22301:2012 Analyzing Business Risks & Impacts	BPX-BCM-119	2
ICOR - ISO 22301:2012; ISO 19011:2012; ISO 17022:2012 Lead Auditor Training	BPX-BCM-120	5
Writing the Crisis Management Plan	BPX-BCM-121	1
Writing the IT Disaster Recovery/ICT Plan	BPX-BCM-122	1

## Six Sigma & Lean



ASSGB - Accelerated Six Sigma Green Belt	BPX-SSL-101	3
CMMI & Six Sigma	BPX-SSL-102	2
DFSS - Design for Six Sigma	BPX-SSL-103	2
Implementing Six Sigma - Structured Approach. Statistical Data. Smarter Solutions.	BPX-SSL-104	2
Lean Practitioner	BPX-SSL-105	2
Process Right Sizing - Lean Best Practices	BPX-SSL-106	2
Six Sigma & Innovation	BPX-SSL-107	1
Six Sigma Champion Training	BPX-SSL-108	2
Six Sigma Executive Overview	BPX-SSL-109	1
Six Sigma Overview - Moving Towards Zero Defects	BPX-SSL-110	1
SSBB - Six Sigma Black Belt	BPX-SSL-111	10
SSGB - Six Sigma Green Belt	BPX-SSL-112	5
SSWB - Six Sigma White Belt (Awareness Session)	BPX-SSL-113	1
SSYB - Six Sigma Yellow Belt	BPX-SSL-114	2

LEGEND: Certification Programs e-Learning Programs Signature Programs

## Leadership &amp; Management



Advanced People Skills - Key to Success	BEX-LDM-101	1
 CBOM - Certified BPO Operations Manager	BEX-LDM-102	3
 CBTL - Certified BPO Team-Lead	BEX-LDM-103	2
Change Management - Key Skills for Effective Managers	BEX-LDM-104	1
Coaching for Leadership - Creating Spark for Excellence	BEX-LDM-105	1
Developing Skills for Efficient Delegation	BEX-LDM-106	1
Effective Coaching & Mentoring	BEX-LDM-107	1
Effective Management & Leadership Styles	BEX-LDM-108	1
Effective Personnel Management	BEX-LDM-109	1
High Performance Leadership - Why Should Anyone Follow You?	BEX-LDM-110	1
Leadership & Management Master Class	BEX-LDM-111	3
Leadership Skills for Managers and Supervisors	BEX-LDM-112	1
Leading Innovation - Concept to Customer Value	BEX-LDM-113	1
 Managing Teams for Business Success	BEX-LDM-114	1
Maximizing Your Supervisory & Managerial Potential	BEX-LDM-115	1
People Management Skills for Managers	BEX-LDM-116	1
Supervisory Skills Development	BEX-LDM-117	1
The Newly Appointed Manager - Building Your Experience	BEX-LDM-118	1
 Transforming Supervisors into Managers	BEX-LDM-119	1

## Personal Development



Building Self Esteem and Assertiveness Skills	BEX-PRD-101	1
Corporate Image Enhancement and Development	BEX-PRD-102	1
Developing Your Personal Impact - Building Productive Relationships	BEX-PRD-103	1
Effective Communication and Personality Enhancement	BEX-PRD-104	1
Effective Communication Skills - Communication That Delivers Results	BEX-PRD-105	1
Effective Oral Communication Skills	BEX-PRD-106	1
Effective Presentation Skills - Speaking and Presenting with Confidence	BEX-PRD-107	1
Effective Writing Skills - Writing for Results	BEX-PRD-108	1
Managing Your Career - Creating a Dynamic Job Portfolio	BEX-PRD-109	1
Personal Brand: Maximizing Personal Impact	BEX-PRD-110	1



## Organizational Development



Basic Financial Management	BEX-ORD-101	1
Behavioral Skills for Operational Excellence	BEX-ORD-102	1
Building Confidence and Team Culture	BEX-ORD-103	1
Business Goals Management	BEX-ORD-104	2
 CACA - Certified Assessment Center Analyst	BEX-ORD-105	2
 CBSP - Certified Balanced Scorecard Professional	BEX-ORD-106	2
 CC&BM - Certified Compensation & Benefits Manager	BEX-ORD-107	2
 CL&DM - Certified Learning & Development Manager	BEX-ORD-108	2
 CODA - Certified OD Analyst	BEX-ORD-109	2
 CODD - Certified OD Developer	BEX-ORD-110	3
Competence-Based Performance Management System	BEX-ORD-111	1
Competency Profiling for Effective Organizational Performance	BEX-ORD-112	2
Conflict Management at Workplace	BEX-ORD-113	2
 CP&CD - Certified Performance & Competency Developer	BEX-ORD-114	2
 CPTP - Certified Psychometric testing Professional	BEX-ORD-115	2
 CRA - Certified Recruitment Analyst	BEX-ORD-116	2
Creative Visioning - Driving Business Results through Creativity & Innovation	BEX-ORD-117	1
Creativity & Innovation in the Workplace	BEX-ORD-118	1
 CT&F - Certified Trainer & Facilitator	BEX-ORD-119	3
Effective Human Resource Management	BEX-ORD-120	1
Effective Time Management	BEX-ORD-121	1
Employee Motivation and Empowerment	BEX-ORD-122	1
Employee Productivity & Measurement - Accelerating Team Productivity	BEX-ORD-123	1
Establishing and Maintaining an Effective Training Management Plan	BEX-ORD-124	1
Human Resource Training - HR for the Non-HR Manager	BEX-ORD-125	1
 Negotiating to Win	BEX-ORD-126	1
Operational Planning	BEX-ORD-127	2
Organizational Values Formation	BEX-ORD-128	1
Performance Management - Managing Employee Performance	BEX-ORD-129	1
Problem Solving & Decision Making	BEX-ORD-130	2
 SHRM - Human Resource Business Professional (HRBP)	BEX-ORD-131	4
 SHRM - Human Resource Management Professional (HRMP)	BEX-ORD-132	4
 STEP UP - Seven Talents of Effective People Upliftment Program	BEX-ORD-133	1
Strategic Planning - Bridging Strategy to Outcomes	BEX-ORD-134	2
Stress Management & Work-Life Balance	BEX-ORD-135	1
Talent Management	BEX-ORD-136	2
Team Building for Organizational Growth	BEX-ORD-137	1
 Training ROI - Managing Training Effectively & Measuring the True ROI	BEX-ORD-138	1
Training the Trainer	BEX-ORD-139	1
Transactional Analysis - Personal Autonomy	BEX-ORD-140	2
Workload Management	BEX-ORD-141	1

LEGEND:  Certification Programs  e-Learning Programs  Signature Programs



## Sales &amp; Service Transformation



1-2-3 of Effective Customer Service	<b>BEX-SST-110</b>	1
Achieving Quality Excellence in the Service Industry	<b>BEX-SST-111</b>	1
Branding - Creating and Managing Your Corporate Brand	<b>BEX-SST-112</b>	1
BS8477 : Achieving Customer Service Excellence	<b>BEX-SST-113</b>	1
Building Relationship for Success in Sales	<b>BEX-SST-114</b>	1
Complaints Management - Turning Complaints into Compliments	<b>BEX-SST-115</b>	1
Customer Relationship Management	<b>BEX-SST-116</b>	1
Customer Relationship Management - Building and Retaining Customer Relationships	<b>BEX-SST-117</b>	1
Dealer Management Excellence	<b>BEX-SST-118</b>	2
Dispute Resolution for Organizational Success using ISO 10003	<b>BEX-SST-119</b>	1
Introduction to Customer Service - Putting the Customer First	<b>BEX-SST-120</b>	1
Key Account Management - Building Sustainable Relationship	<b>BEX-SST-121</b>	2
Prospecting and Networking - Creating Powerful Relationships to Win New Business	<b>BEX-SST-122</b>	1
Sales and Customer Service Training for Call Center Agents	<b>BEX-SST-123</b>	1
Sales Correspondences for Success	<b>BEX-SST-124</b>	1
Sales Excellence Boot Camp	<b>BEX-SST-125</b>	2
Sales for Non-Sales People - Moving from Service to Sales	<b>BEX-SST-126</b>	1
Sales Manager's Boot Camp	<b>BEX-SST-127</b>	2
Sales Presentation Skills - Developing and Delivering Winning Sales Pitches	<b>BEX-SST-128</b>	1
Telemarketing - Using the Telephone as a Sales Tool	<b>BEX-SST-129</b>	1
Time & Territory Management	<b>BEX-SST-130</b>	1

## Sustainability &amp; Reporting



Corporate Sustainability - Keeping it Bite Size & Making it Real	<b>CSG-SR-101</b>	1
CSAP - Certified Sustainability Assurance Practitioner	<b>CSG-SR-102</b>	5
CSRS - Certified Sustainability Reporting Specialist	<b>CSG-SR-103</b>	3
GRI Certified Sustainability Reporting Practitioner	<b>CSG-SR-104</b>	2
Meaning Inc. - The Future of Sustainability in Business	<b>CSG-SR-105</b>	1
Overview of Global Reporting Initiative (GRI)	<b>CSG-SR-106</b>	1
Sustainable Business - The Road for Tomorrow	<b>CSG-SR-107</b>	1

## Energy Management



CMVP - Certified Measurement & Verification Professional	<b>CSG-ENM-101</b>	3
E3 - Energy Efficiency Excellence	<b>CSG-ENM-102</b>	2
Energy Efficiency in Data Centers	<b>CSG-ENM-103</b>	1
Energy Efficiency Measurement & Verification Workshop	<b>CSG-ENM-104</b>	1

## Carbon Management &amp; Climate Change



Calculating GHG Emission based on ISO 14064 for Organizations	<b>CSG-CCC-101</b>	1
Carbon Footprint based on PAS 2050	<b>CSG-CCC-102</b>	1
Carbon Footprint for Products (ISO 14067:2012) Overview	<b>CSG-CCC-103</b>	1
Carbon Neutrality - Best Practice Overview (PAS 2060)	<b>CSG-CCC-104</b>	1
Certified Green IT Practitioner	<b>CSG-CCC-105</b>	1
Eco-efficiency / Eco-innovation	<b>CSG-CCC-106</b>	1
Eco-Labeling	<b>CSG-CCC-107</b>	1
Life Cycle Assessment	<b>CSG-CCC-108</b>	1
Organizing Green Events	<b>CSG-CCC-109</b>	1
Sustainable Design Through Innovation	<b>CSG-CCC-110</b>	1

## Corporate Responsibility &amp; Governance



Brand Image Enhancement Through Corporate Social Responsibility	<b>CSG-CRG-101</b>	1
Implementing Best practices of ISO 26000 - Corporate Social Responsibility	<b>CSG-CRG-102</b>	1
Reaping Returns: Measure the True Value of your CSR Initiatives	<b>CSG-CRG-103</b>	1
SA 8000 - Social Accountability at the Workplace	<b>CSG-CRG-104</b>	1
Stakeholder Engagement	<b>CSG-CRG-105</b>	1
Sustainability Assurance Practitioner: Auditing your Sustainability Initiatives	<b>CSG-CRG-106</b>	2

LEGEND: Certification Programs e-Learning Programs Signature Programs

## IN-HOUSE TRAININGS

Are you looking for more than just picking an off-the-shelf program from the master list?

Would you like to work with expert facilitators to tailor approaches and address your company's specific needs?

If you answered "YES" to any of the above questions, our in-house training programs could be your answer!

Our tailored workshops cover traditional topics in 5 domains:

- Standards and Compliance (S&C)
- IT Excellence (ITX)
- Business Process Excellence (BPX)
- Behavioral Excellence (BEX)
- Corporate Sustainability & Governance (CSG)

For most of our customers, the list is a starting point...

This is our approach when it comes to creating new programs or redesigning / revising our existing programs best fit for your needs!



### HIGHLIGHTS

- Customized to your needs
- Supported by pre and post-assessments
- Continued online and onsite guidance
- Reduced investment / head
- Business specific and ready-to-implement topics

We also partner with industry and functional experts on topics beyond these 5 domains based on customer needs and market trends - to offer niche courses in the following areas

- Banking & Finance Operations
- Aircraft Management & Maintenance
- NGO / Non-profit Operations & Management
- Industrial Safety Management
- Programming Languages

If you don't see what you are looking for, please call us. We thrive creating new training programs at the request of our clients!

## LEARNING ON DEMAND

eLearning modules and CD-based trainings are now significant complements to ILT (Instructor-led Trainings) – either as pre-requisites or as follow-ups to workshops.

With expertise in instructional design, multimedia development, subject matters in niche domain areas and strategic partnerships / trainer pool across a wide array of other domains, we offer a variety of LoD (Learning on Demand) products in the form of plug and play eLearning CDs.

### Benefits:

- Interactive and Self-paced Learning
- Time and Cost Saving
- Lecture Notes and Training Tools
- Streamlined Processes
- Compliant to international standards

### Key Features:

- Interactive Audiovisual Training
- Printable Documents and Templates
- Interactive Quizzes
- Fully Equipped Glossary
- Lecture Notes and Tools for Trainers
- Supporting Help Section

## INSIDE LOOK

- QMS 9001:2015 (Quality Management System)
- EMS ISO 14001:2004 (Environmental Management System)
- OHSAS 18001:2007 (Occupational Health & Safety Management System)
- ISMS ISO 27001:2013 Implementer's Kit (Information Security Management System)
- SMS ISO 20000:2011 Implementer's Kit (Service Management System)
- CMMI - DEV v1.3 (Capability Maturity Model Integration)
- Integrated Process AUDIT (Based on ISO 19011:2011)
- HR - Recruiting, Developing and Retaining Human Capital
- Mentoring Matters, Coaching Counts
- FIRE SAFETY
- MGM Multi-Generational Management
- FMEA (Failure Mode and Effect Analysis)

## INSIDE LOOK



# TESTIMONIALS

“

“The training is unbelievably wonderful. The ability of the trainer to convey his messages in the most simplest form is like an art. Very effective trainer.”

Accenture Inc.

“Consistently provides quality and effective training to individuals to be able to strengthen their knowledge in their respective fields.”

Landbank of the Philippines

“The training as a whole is excellent! Provides higher level of technical experience in this field.”

Philex Mining Corporation

“The training was very good. It helped us a lot and it performed as expected. Looking forward to other trainings with APEX Global.”

Hinduja Global Solutions

”

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