

From QA to Leadership Track – Nishit Kapasi’s Six Sigma Journey

How Upskilling with QE&D Opened Doors to Growth & Promotion



Profile Snapshot

- **Name:** Nishit Kapasi
- **Current Role:** Backup Team Lead (QA), Highered BPO Pvt Ltd
- **Certification:** Six Sigma Green Belt – QE&D
- **Certification Id:** 20230801121
- **LinkedIn:** [nishit-kapasi-91505816](https://www.linkedin.com/in/nishit-kapasi-91505816)

Before QE&D

Nishit was working in a Quality Analyst role, primarily auditing calls. But then came a sudden shift—he was moved to work closely with operations teams. That change made him realize he needed something more to bridge the gap between quality analysis and operational decision-making.

“I wanted to upskill myself to the next level so I could grow professionally and stay ahead.”

Why Six Sigma

The **Six Sigma Green Belt** course gave Nishit exactly what he needed: a structured approach to process thinking, the ability to interpret and present data, and the tools to align with business outcomes. It was more than a certification—it was preparation for real-world responsibilities.

“I was looking for something that could support my transition and help me take ownership of larger, more impactful tasks.”

The QE&D Experience

What stood out most to Nishit was how thoughtfully the course was delivered—**clear, structured, and highly engaging**. But what truly made the experience impactful was the **individual attention** given by the instructor. Every doubt was welcomed, explained, and resolved with real-world examples that made the learning stick.

“The tools, and the way they were taught, made it easy to understand. Winston gave each of us the time and support we needed to fully grasp the concepts.”

Among the many tools, **Fishbone diagrams** became his go-to for identifying root causes and presenting clear, actionable insights—especially when working with client data.

Real-World Application

Nishit has already started applying what he learned. From using Pivot tables to organize client-facing data, to applying the Fishbone method for identifying issues—he’s turning concepts into deliverables.

“The tools I learned are directly helping me provide the data our client is looking for.”

Career Impact

The results speak for themselves. Nishit's certification led to:

- A **promotion** to Backup Team Lead
- An **increase in confidence** in handling more responsibility
- A **job offer** that recognized his new skillset

This course helped me step up, take charge, and feel more confident about my growth."

Testimonials



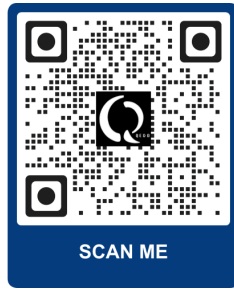
"My experience with QE&D has been nothing short of transformative. The course helped streamline my workflow and made me more productive. Winston was incredibly responsive and genuinely invested in my success."

Advice to Future Learners



"If you're thinking about Six Sigma, go for it—it's a high-value investment. You'll gain a skill set that helps you grow faster, smarter, and more strategically."

Nishit's story is a clear example of how upskilling at the right time can open doors. With the Six Sigma Green Belt from QE&D, he went from QA execution to leadership potential—proving that learning isn't just about knowledge, it's about creating momentum.



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