

Case Study: Corpay – Lean Six Sigma Training Success Story

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Charley Gunning

Operational Excellence Manager
Corpay

Why?

As an Operational Excellence Manager at Corpay, Charley Gunning is responsible for driving continuous improvement and enhancing efficiency across business operations. She decided to pursue the Lean Six Sigma Green Belt training to strengthen her data-driven decision-making skills, **reduce process inefficiencies**, and enhance the overall customer experience.

Solution

Charley's HR team organised the **training with The Knowledge Academy**, selecting the **Lean Six Sigma Green Belt** course for its comprehensive and practical approach. The training offered a structured framework for problem-solving, enabling her to identify root causes and implement sustainable improvements in daily operations.

Experience

Charley described her experience with The Knowledge Academy as **really positive**, rating the course content **9 out of 10** for its comprehensive and easily accessible materials.

Her trainer, Aubrey, exceeded expectations by being knowledgeable, engaging, and skilled at simplifying complex concepts through real workplace examples.

Outcome

The Lean Six Sigma Green Belt training gave Charley a structured, data-driven framework to **identify and solve inefficiencies**. It also enhanced her confidence in applying continuous improvement techniques, ensuring that every change implemented in her role delivers measurable, sustainable results that improve both performance and customer satisfaction.

Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Engaging, knowledgeable, and supportive
- **Booking Experience:** Smooth and well-organised by HR team

Client Testimonial



Charley Gunning

Operational Excellence Manager, Corpay



“The Knowledge Academy training was comprehensive, well-paced, and expertly delivered. The instructor translated complex Lean Six Sigma concepts into practical, real-world applications. It has been invaluable for driving measurable improvements and strengthening continuous improvement efforts in my role.”