

Problem Solving Process Improvement/ISO 9000 Workshops

Workshop	Duration	Experiential Learning Activity	Objective	Audience
Process Improvement	16 hours	Key process identification & process mapping	Continual process improvement	Managers, Cross-functional Teams
Internal Customer Satisfaction	8 hours	Identify internal customers and suppliers	Understand and apply the voice of the customer	Department Managers & Employees
Introduction to Hoshin Planning	24 hours	Developing and deploying strategic objectives	Introduction to the concepts of Hoshin planning	Senor Managers, Leaders, Department Managers
Practical Problem Solving	8 hours	Hands -on application of three problem solving tools	Understand how to apply the PDCA process to solving problems	Managers, Operators, Staff, supervisors, etc.
Problem Solving & Analysis	16 hours	Solving an actual organization problem	Application of problem solving techniques to a real problem	Cross-functional Team
Cause & Effect-Force Field Analysis	16 hours	Learning the Cause & Effect and Force Field approach to identifying organizational problems	Identifying barriers to problems and how to resolve them	Cross-functional teams, Staff, Managers
Cost of Poor Quality	8 hours	Learn various methods for identifying, collecting, and measuring COPQ data	Understand how to use cost of poor quality to improve the bottom line	Managers, Team Leaders, Quality Managers
ISO 9000 Employee Overview	4 hours	Learn ISO 9000 principles and concepts	Understand the principles and concepts of ISO 9001:2008	Management and Employees
ISO 9000 Internal Auditing	24 hours	Audit application exercises	Learn how to audit ISO 9000 quality system	Management, Employees. Quality Managers, Management

				Reps.
ISO 9000 Process Auditing	8 hours	Process mapping & application exercises	Learn how to conduct a process audit	Management, Employees. Quality Managers, Management Reps.
Continual Improvement of QMS	8 hours	Properly utilizing corrective & preventive actions	Understand how to apply corrective and preventive actions and problem solving methods to continually improve the ISO 9000 QMS	Management, Employees. Quality Managers, Management Reps.
Six Sigma Basic Training	32 hours	Based on Juran's 6-Step breakthrough improvement process and DMAIC tools	Teach Six Sigma process improvement teams how to solve serious performance problems	Cross-functional problem solving team
Six Sigma Green Belt Training	40 hours	Overview of Six Sigma and focus on the DMAIC model for breakthrough process improvement using intermediate level statistics and graphical tools.	Green Belt certification	Management, Employees. Quality Managers, etc.
Six Sigma BB Training - call for details				