I. Operations Management
   - Managing Suppliers Performance
   - Master Planning of Resources
   - Execution and Control of Operations
   - Detailed Scheduling and Planning
   - Just-in-time (JIT) Planning and Control
   - Inventory Management
   - Cycle Counting
   - Fundamentals of Supply Chain Management
   - Fundamentals of Total Productive Maintenance (TPM)
   - Equipment Failure-Free Performance (TPM) Practices
   - Introduction to Enterprise Resource Planning (ERP)

II. Workforce Development
   - Lean Awareness
   - Identifying and Eliminating Waste
   - Equipment Conscious Operators
   - Workplace Organization & 5S
   - Kaizen Workshop
   - Teamwork for Results
   - Problem Solving Essentials
   - Lean 5M – Team-Based Problem Solving
   - Fundamentals of Workplace Safety
   - Basic Skills
     - On the Job English for Non-English Speaking Employees
     - Basic Math
     - Fundamentals of Blueprint Reading
   - Dealing with Change
   - Good Manufacturing Practices
     - cGMPs – Manufacturing Employees
     - GMPs – Personal Care Product Industries
     - GMPs – Food Industries
III. Lean Manufacturing

- Principles of Lean Manufacturing
- Implementing Workplace Organization & 5S
- Implementing a Continuous Improvement Program
- The Visual Workplace
- Value Stream Mapping
- Lean Office
- Quick Changeover Practices
- Designing Continuous Flow Cells
- Mistake-Proofing Techniques
- Quality at the Source
- Pull/Kanban Methods
- Practical Lean Workshop
- Lean Assessment
- Line Balancing

IV. Management and Leadership

- Fundamentals of Supervision
- Competencies of Day-to-Day Management
- Effective Management Practices
- Leadership Skills for Managers
- Practical Leadership
- Coaching - a Leadership Skill
- Leadership Tools – Strategic Measurements
- Leadership Tools – Performance Measurements
- Leadership Tools – Managerial Measurements
- Leadership Tools – Operational Measurements
- Building Champion Teams
- Critical Skills of Team Building
- Advanced Problem Solving
- Conflict Resolution
- Time Management
Training for Manufacturing Companies

- Meeting Management
- Managing Change
- Emotional Intelligence
- HR for Non-HR Managers
- Train the Trainer – The Practical Trainer
- Fundamentals of Performance Management
- Conducting Performance Reviews and Appraisals
- Fundamentals of Organizational Structure
- Critical Thinking
- Succession Planning

V. Quality Management
- Total Quality Management (TQM)
- Risk Management and Mitigation
- ISO Standards (ISO 9001, AS9100, ISO 14001, etc.)

VI. Six Sigma Practical Applications
- Six Sigma Overview
- Business Process Analysis and Improvement
- Measuring Organizational Performance
- Failure Mode and Effects Analysis (FMEA)
- Design of Experiment
- Statistical Process Control
- Voice of the Customer (VoC)
- Six Sigma DMAIC Problem Solving
- Six Sigma Team Dynamics
- Six Sigma Communication Strategies
- Six Sigma Data Analytics
- Six Sigma Sales Effectiveness

VII. Customer Service
- Value-Based Customer Service
- Critical Skills of Customer Service
- Building Strong Customer Relationships
VIII. **Sales and Marketing**
- Winning Marketing
- Sales Skills for Sales Professionals
- Sales Skills for Technical and Professional Personnel
- Sales Skills for Customer Service
- Selling Smarter
- Focused Sales Practices

IX. **Financial Planning and Control**
- Finance for the Non-Financial Manager
- Essentials of Budgeting
- Job Costing
- Financial Benefits of Lean Manufacturing
- Lean Accounting

X. **Business Communication**
- Presentation Skills
- Effective Communication Skills
- Negotiation Skills to Influence
- Better Business Writing
- Writing Effective Email

XI. **Project Management**
- Fundamentals of Project Management
- Advanced Project Management
- Microsoft Project

XII. **Computer Skills**
- Basic Computer Skills
- Microsoft Office 365
  - Introduction to Cloud Computing
  - Microsoft Office 365 – a New Way to Use Microsoft Office
  - Transitioning to Office 365
  - Microsoft Outlook with Office 365
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- Microsoft Excel with Office 365
- Microsoft Word with Office 365
- Microsoft PowerPoint with Office 365
- SKYPE for Business with Office 365
- Microsoft Office Desktop (all versions)
  - Excel
    - Level I
    - Level II
    - Level III
    - Advanced Applications
  - Word
    - Level I
    - Level II
    - Level III
  - PowerPoint
  - Outlook
  - Writing Effective Email With Microsoft Outlook
  - Access
- Adobe Acrobat
- QuickBooks Accounting

XIII. Certification Programs
- Lean Yellow Belt Contributor
- Lean Practitioner
- Professional Manager
- Lean Six Sigma Yellow Belt
- Six Sigma Green Belt

XIV. Compensation Strategies
- Performance Based Compensation
- Skills Based Compensation
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- Non-Monetary Incentives and Rewards

XV. **Workplace Essentials**
- Celebrating Diversity
- Workplace Ethics and You
- Safety in the Workplace
- Workplace Harassment
- Workplace Violence
- Self-Care and Preventing Burnout

XVI. **Food Safety and Quality**
- SQF, HACCP, cGMPs, etc.