I. Operations Management
   • Managing Suppliers Performance
   • Just-in-time (JIT) Planning and Control
   • Inventory Management
   • Cycle Counting
   • Fundamentals of Supply Chain Management
   • Fundamentals of Warehouse Management

II. Workforce Development
   • Lean Awareness
   • Identifying and Eliminating Waste
   • Workplace Organization & 5S
   • Kaizen Workshop
   • Teamwork for Results
   • Problem Solving Essentials
   • Lean 5M – Team-Based Problem Solving
   • Fundamentals of Warehousing and Materials Handling
   • Fundamentals of Workplace Safety
   • Basic Skills
     o On the Job English for Non-English Speaking Employees
     o Basic Math
   • Dealing with Change

III. Lean Logistics
   • Introduction to Lean Logistics
   • Implementing Workplace Organization & 5S
   • Implementing a Continuous Improvement Program
   • The Visual Workplace
   • Value Stream Mapping
   • Lean Office
   • Practical Lean Workshop
   • Lean Assessment

IV. Management and Leadership
Training for Distribution Companies

- 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
- 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
Training for Distribution Companies

- Business Process Analysis and Improvement
- Measuring Organizational Performance
- 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
- Dealing with Difficult Customers
- Customer Service Skills for Drivers

VIII. Sales and Marketing
- Winning Marketing
- Sales Skills for Sales Professionals
- Sales Skills for Customer Service
- Selling Smarter
- Focused Sales Practices

IX. Financial Planning and Control
- Finance for the Non-Financial Manager
- Essentials of Budgeting

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
Training for Distribution Companies

- 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
  - 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
  - Introduction
  - Advanced Topics
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
- 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.