

**I. Lean Tools (for Hourly, Supervisors, and Tech personnel)**

- Lean Awareness
- Dealing with Change
- Identifying and Eliminating Waste (IACET CEU)
- Identifying and Eliminating Office Waste
- Workplace Organization & 5S (IACET CEU)
- Quality at the Source
- Teamwork for Results - Standard
- Teamwork for Results - Admin
- Lean 5M – Team-Based Problem Solving
- Kaizen Workshop
- Equipment Conscious Operators
- Fundamentals of Workplace Safety
- Basic Skills
  - On the Job English for Non-English-Speaking Employees
  - Workplace Math
  - Fundamentals of Blueprint Reading
- Good Manufacturing Practices
  - cGMPs – Manufacturing Employees
  - cGMPs – Personal Care Product Industries
  - cGMPs – Food Industries

**II. Lean Manufacturing Tools (for Supervisors, Managers, and Tech personnel)**

- 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

## Training for Manufacturing Companies

- Mistake-Proofing Techniques
- Pull/Kanban Methods
- Practical Lean Workshop
- Lean Assessment
- Line Balancing
- Lean Yellow Belt Contributor
- Lean Practitioner
- Lean Six Sigma Yellow Belt (IASSC Certification)

### **III. Operations Management**

- Cycle Counting (IACET CEU)
- Inventory Management
- Master Planning of Resources
- Detailed Scheduling and Planning
- Just-in-time (JIT) Planning and Control
- Managing Suppliers Performance
- Execution and Control of Operations
- Fundamentals of Supply Chain Management
- Fundamentals of Total Productive Maintenance (TPM)
- Equipment Failure-Free Performance (TPM) Practices

### **IV. Financial Tools for Operations**

- Finance for the Non-Financial Manager
- Essentials of Budgeting
- Job Costing
- Financial Benefits of Lean Manufacturing
- Lean Accounting

### **V. Management and Leadership**

- Fundamentals of Supervision (IACET CEU)
- Competencies of Day-to-Day Management
- Practical Leadership (IACET CEU)
- Leadership Skills for Managers
- Effective Management Practices (IACET CEU)

# Training for Manufacturing Companies

- Emotional Intelligence
- Critical Thinking (IACET CEU)
- Managing Up
- Leadership Tools – Strategic Measurements
- Leadership Tools – Performance Measurements
- Leadership Tools – Managerial Measurements
- Leadership Tools – Operational Measurements
- Coaching - a Leadership Skill
- Building Champion Teams
- Critical Skills of Team Building
- Advanced Problem Solving
- Conflict Resolution
- Time Management
- Meeting Management
- Managing Change
- HR for Non-HR Managers
- Train the Trainer – The Practical Trainer
- Fundamentals of Performance Management
- Conducting Performance Reviews and Appraisals
- Fundamentals of Organizational Structure
- Succession Planning
- Professional Manager
- Situational Interviewing

## **VI. Quality Management**

- Total Quality Management (TQM)
- Risk Management and Mitigation
- ISO Standards
  - ISO 13485 Medical Devices
  - ISO 9001:2015 Awareness
  - ISO 9001:2015 Risk Management
  - ISO 9001:2015 Management Review Board

# Training for Manufacturing Companies

- ISO 9001:2015 Documentation
  - Policy Manual
  - Procedures
  - Work Instructions
- ISO 9001:2015 Implementation Workshop
- ISO 9001:2015 Internal Auditor and Corrective Action
- ISO 9001:2015 Performance Measurements
- ISO 9001:2015 Warranty & Repair
- ISO 9001:2015 New Product Development

## **VII. Six Sigma Practical Applications**

- Lean 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) – Standard
- Voice of the Customer (VoC) – Product Development
- Six Sigma DMAIC Problem Solving
- Six Sigma Team Dynamics
- Six Sigma Communication Strategies
- Six Sigma Data Analytics
- Six Sigma Sales Effectiveness
- Six Sigma Green Belt

## **VIII. Project Management**

- Fundamentals of Project Management
- Advanced Project Management
- Microsoft Project

## **IX. Customer Service**

- Value-Based Customer Service
- Critical Skills of Customer Service

# Training for Manufacturing Companies

- Building Strong Customer Relationships
- Dealing with Difficult Customers

## **X. Sales and Marketing**

- Winning Marketing
- Sales Skills for Sales Professionals
- Sales Skills for Technical and Professional Personnel
- Sales Skills for Customer Service
- Selling Smarter

## **XI. Business Communication**

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

## **XII. Computer Skills**

- Basic Computer Skills
- SKYPE for Business with Office 365
- Microsoft TEAMS
- 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

# Training for Manufacturing Companies

- Access
- Adobe Acrobat
- QuickBooks Accounting
  - Introduction
  - Advanced Topics

## **XIII. Compensation Strategies and Rewards**

- Performance Based Compensation
- Skills Based Compensation
- Non-Monetary Incentives and Rewards

## **XIV. Workplace Essentials**

- Celebrating Diversity
- Workplace Ethics and You
- Safety in the Workplace
- Workplace Harassment – Management Briefing
- Workplace Harassment – Employee Awareness
- Workplace Violence
- Self-Care and Preventing Burnout

## **XV. Food Safety and Quality**

- Food Defense Awareness
- GMPs for Food Plant Employees
- HACCP for the Plant Worker
- SQF Awareness
- SQF Internal Auditor
- SQF Standard Principles – Level II for the Plant Worker
- SQF Standard Principles – Level III
- SQF Food Safety Management System
- Allergen Training
- HARPC vs. HACCP