

# **Price List Cover Page**

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

**874-4-- Training Services: Instructor Led Training Web Based Training and Education Courses, Course Development and Test Administration**

**March 12, 2012**

**Contract Number# GS-02f-0126S\***

**Period Covered: April 7, 2011 through April 6, 2016**

**Business Size: Not For Profit**

## **American Society for Quality**

600 N. Plankinton Ave.  
Milwaukee, WI 53201-3005  
Ph#: 1-800-248-1946  
Fax: 1-414-765-8671  
[WWW.ASQ.ORG](http://WWW.ASQ.ORG)

**On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).**

## **Customer Information:**

**(1a) Special Item Number:**

**874-4-- Training Services: Instructor Led Training Web Based Training and Education Courses, Course Development and Test Administration**

**FSC—U006, Vocational-Technical Training**

**NAICS—611430, Professional and Management Development Training**

**(1b) Lowest priced model and lowest unit prices:** Prices shown in pricelist

**(1c) Labor Category Descriptions:** Not Applicable

**(2) Maximum:** None

**(3) Minimum:** 1 Unit

**(4) Geography:** USA

**(5) Point of Production:** 600 N. Plankinton Ave.  
Milwaukee, WI 53201-3005

**(6) Discount from list price:** Basic discounts range from 0.10% up to 30% inclusive of IFF. The discount varies by product. SEE ATTACHED PRICELIST.

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**American Society For Quality (ASQ) has chosen to participate in the Recovery Act (ARRA) and is thus permitted to accept orders funded in whole or in part with Recovery Act funds from any level of government, including state or local entities.**

**(7) Quantity Discounts:**

- Purchase order from \$50,000-\$99,999 an additional 1% is discounted
- Purchase order from \$100,000-\$199,999 an additional 2% is discounted
- Purchase order from \$200,000-\$299,999 an additional 3% is discounted
- Purchase order from \$300,000-\$399,999 an additional 4% is discounted
- Purchase order from \$400,000-\$499,999 an additional 5% is discounted
- Purchase order from \$500,000 and above an additional 6% is discounted

**(8) Prompt Payment Terms:** 0%; Net 30 days

**(9a) Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Yes

**(9b) Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Yes

**(10) Foreign items:** N/A

**(11a) Time of delivery:** Will be negotiated with the ordering activity

**(11b) Expedited Delivery:** Will be negotiated with the ordering activity

**(11c) Overnight and 2-day delivery:** Will be negotiated with the ordering activity

**(11d) Urgent Requirements:** Will be negotiated with the ordering activity

**(12) F.O.B Points:** Public Courses will be offered at designated Time/Locations.  
E-Learning will be online or CD based  
On-Site Training will be offered at customer's preferred CONUS location.

**(13a) Ordering address(es):**

ASQ  
600 N. Plankinton Ave.  
Milwaukee, WI 53201-3005  
Ph#: 1-800-248-1946  
Fax: 414-272-1247  
Email: [help@asq.org](mailto:help@asq.org)  
Attn: Customer Care - GSA

**(13b) Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](https://fss.gsa.gov/schedules)).

**(14) Payment address:** ASQ  
P.O. Box 555  
Milwaukee, WI 53201-0555

**(15) Warranty provision:** ASQ stands behind its Products and Services as being accurate and complete to fulfill the requirements issued by federal government ordering activities.

**(16) Export packing charges:** N/A

**(17) Terms and conditions of Government purchase card acceptance:** ASQ will accept Government Credit Cards

**(18).Terms and conditions of rental, maintenance, and repair (if applicable):** Not Applicable

**(19) Terms and conditions of installation (if applicable):** Not Applicable

**(20) Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:**  
Not Applicable

**(20a) Terms and conditions for any other services:** Not Applicable

**(21) List of service and distribution points:** 600 N. Plankinton Ave.  
Milwaukee, WI 53201-3005

**(22) List of participating dealers:** Not Applicable

**(23) Preventive maintenance:** Not Applicable

**(24a) Special attributes such as environmental attributes:** Not Applicable

**(24b) If applicable, indicate that Section 508:** ASQ is Section 508 Compliant

**(25) Data Universal Number System (DUNS) number:** 0490023021

**(26) Notification regarding registration in Central Contractor Registration (CCR) database:** ASQ is registered with the CCR.

## **Corporate Overview**

### **ASQ Service:**

Founded in 1946, ASQ is a global community of experts and the leading authority on quality in all fields, organizations, and industries.

- As a non-profit professional association, ASQ advances the professional development, credentials, knowledge and information services, membership community, and advocacy on behalf of its more than 85,000 members worldwide.
- As champion of the quality movement, ASQ members are driven by a sense of responsibility to enrich their lives, to improve their workplaces and communities, and to make the world a better place by applying quality tools, techniques, and systems.

ASQ provides an extensive program of professional development training and certification in the area of quality and continuous improvement processes. ASQ has over 85,000 individual and organizational members worldwide and offers a highly regarded series of certification programs. The areas of expertise addressed by the ASQ Bodies of Knowledge include, but are not limited to; quality management, including ISO 9001:2008, ISO 14000, AS 9100, TS 16949:2002, ISO 13485, Malcolm Baldrige National Quality Award, and ISO 10011, quality auditing, quality engineering, reliability engineering, quality technician, calibration technician, mechanical inspector, quality measurement, statistics, supplier quality, service quality, software quality, and Six Sigma. Additionally ASQ addresses lean, Kaizen, customer satisfaction and service, and has substantial expertise and resource in the area of team facilitation and team building and project management.

### **GSA Offerings:**

ASQ is offering instructor-led and Internet based training to government clients through the GSA under ASQ Training Services are delivered by one of four major modalities:

1. Virtual Courses (Web-based Instructor-led)
2. E Learning
3. Public Courses
4. On Site (customer site).
5. Blended (Combined web-based and instructor led format)

## VIRTUAL COURSES DESCRIPTIONS

### **After the Audit: Benefiting from the Audit Process**

Any organization interested in learning how to benefit from the audit process.

This one-day virtual course teaches methods and techniques that can be used to optimize audit program benefits for your organization. The course will take you through the after-the-audit process for improving audit reports, analyzing financial impact of findings, determining effectiveness of corrective actions, and aligning the audit program with organization goals. Identify potential causes of ineffective corrective actions that came out of an audit -- and learn how to eliminate them. Organizations looking to improve will benefit from effective corrective actions. Class enrollment includes the book, *After the Audit: Closing the Loop on the Audit Process*.

Note: Experience conducting at least three audits is recommended.

### **After the Audit: Continual Improvement from the Audit Process**

Anyone interested in the audit process. Experience conducting at least three audits is recommended.

Let us guide you through the steps for continual improvement in the audit process. The new ISO 9001 requires organizations to continually improve. We will present methods and techniques that can be used to maximize audit program benefits for your organization. The course will take you through the after-the-audit process of effective reporting, corrective action and management for improvement.

### **Applying Lean to Pharmaceutical Manufacturing**

Apply lean principles to the process industry of pharmaceuticals. In the pharmaceutical industry, the manufacturing plant processes chemicals to create a new product. This is different from an assembly manufacturing process that produces widgets from the assembly of parts.

Lean works. It helps you reduce waste, shorten cycle time, and increase profits. The concepts are the same with some small modifications specific to pharmaceuticals.

### **Consultant's Boot Camp**

Understand the skills and talents required to be a successful consultant. This course, taught by a seasoned consultant, helps you accelerate your learning curve. You'll learn five key issues every consultant must understand, and share insights online with course attendees.

There are realities to consulting that aren't always apparent—until you're in the middle of them. You'll get an overview of the benefits and challenges of consulting to accelerate your success and help you avoid pitfalls and problems. You'll also have an opportunity to ask questions and hear from a seasoned quality consultant.

### **Corrective Action**

Designed for anyone involved in a corrective action process, this course provides a clear understanding of the nature and purpose of using corrective action. You'll learn process requirements and risk evaluation to research the cause of a problem and to develop and deploy an action plan.

This course provides a clear understanding of the nature and purpose of corrective action. It involves researching the cause of a problem, developing a plan, and deploying and ensuring that the plan worked. It is a methodology for addressing problems throughout an organization and for realizing improvement.

### **Cost of Quality (COQ) Implementation**

This one-day, instructor-led, virtual course helps you understand the vital link between quality management and financial management. It explains the quality management principles and Techniques such as the process approach, prevention, problem solving, and change management. This enables an understanding of COQ concepts, calculations, and strategy development. The course explains a two-phase strategic approach. Phase one will help you identify and implement COQ projects within your own organization. Phase two links quality and finance with a continuous collection process. The instructor includes tools such as calculation sheets, case studies, and discussions to make the course interactive, practical, and useful.

### **Defining and Achieving the ROI of Quality in Service**

Achieve strategic goals and results through best practices. In this course, you'll use a system to define quality initiatives based on the five key areas that senior leaders care about the most. Leverage these five areas to demonstrate the clear value of quality systems to organizational leaders.

You achieve strategic organization goals and results through quality best practices. You'll learn how to communicate this relationship to senior leaders who are not immersed in the quality profession and take the concepts of ROI, management relations, and effective communication to the next level.

Senior leaders evaluate concepts and determine priorities based on five key focus areas:

1. Financial
2. Customer growth and retention
3. Operational efficiency
4. Leveraging of current/future technology
5. Employee engagement

Use a system to define quality initiatives for review and approval by senior management, including defining the value proposition based on the five focus areas. Leverage the five areas to demonstrate clear value of quality systems and other best practices.

### **Developing High Performance Supplier and Partner Relationships**

Purchasing personnel and quality managers developing supply chains and process partners.

Here are the methods, tools, and suggestions you need for managing and forming strategic partnership relationships. Finding and building strategic partnerships is a key to service sustainability. It provides a way to substantially supplement your organization's core competencies. With a focus on service sector organizations, you'll cover the fundamentals of supplier and partner relationship management, and take away lessons you can directly and immediately apply to your business.

NOTE: Also available as a self-paced E-Learning course. See under E-Learning description and pricelist below.

### **Effective Communication Skills for Consultants**

Internal and external consultants; anyone who wants to understand communication principles

This virtual course is part of our series designed for new consultants and consultants-to-be. It will help you develop and leverage the communication skills you need to succeed. Strong communication skills are more important than ever in this world of rapidly changing business and customer demands. You need to communicate the value of quality initiatives to your clients and prospective clients, but how do you go about improving these skills? Emotional Intelligence principles, self-awareness, self-management, social awareness,

and relationship management provide the basis for this virtual course. We'll explain these concepts, and give you exercises to practice them. Self-assessments help you determine what you need to do to improve. You will develop your own personalized improvement plan that applies the principles learned.

### **Failure Modes and Effects Analysis Design**

You will gain a working knowledge of the FMEA process as it is applied to products, processes, or systems. Referencing ISO 9001 and TS 16949 standards, this course teaches you the basics of FMEA—a critical step in the development or modification of products, processes, or systems.

This one-day virtual course will demonstrate what a design failure mode and effects analysis (FMEA) is and what the many benefits of constructing one are. You will learn how to construct and analyze a design FMEA over the life of the new product or process.

A design FMEA addresses potential failures within the design process of developing new products or processes before they occur. Conducted very early in the design process, potential design failures can be identified and reviewed against the design validation by using a design FMEA. Design FMEAs can address product/process development timing, reduce start-up problems before they occur, and enhance product and process quality

### **Failure Modes and Effects Analysis Process**

You will gain a working knowledge of the FMEA process as it is applied to products, processes, or systems. Referencing ISO 9001 and TS 16949 standards, this course teaches you the basics of FMEA—a critical step in the development or modification of products, processes, or systems.

A process failure mode and effects analysis (FMEA) helps to analyze a proposed or existing process to help uncover potential failures within the process or system before they occur. This one-day lecture/workshop virtual course is a hands-on demonstration of what a process FMEA is and what the many benefits of constructing one will be.

In this training you will learn how to construct and analyze a process FMEA. Close attention is provided on how to also maintain the FMEA over the life of the process to help assure defects are minimized or eliminated.

### **Getting Started with Lean Six Sigma in a Small to Midsize Enterprise**

Executives, leaders, directors interested in a Lean Six Sigma improvement program

You can use a Lean Six Sigma continuous improvement program to generate successful results—in any size company, business unit or division. You may realize the importance of using such a disciplined and structured improvement methodology like Lean Six Sigma, but may not know quite how to get started.

This eight-hour course prepares leaders like you to implement a Lean Six Sigma improvement plan. You'll start by getting an understanding of how Lean Six Sigma positively impacts organizations, and then you'll go through a successful process model for getting started. We'll describe what you need to develop an effective deployment plan for your department, business unit or your whole company. Finally, we'll show you how to gain commitment, select a project, build success criteria, manage the project, and allocate resources and plan for success.

### **Guide to Process Improvement and Change**

This course is designed to provide students with the topics, direction, mentoring, and case studies necessary to realize the advantages of process improvement.

This course is designed to provide students with the topics, direction, mentoring, and case studies necessary to realize the advantages of process improvement. Process improvement initiatives are not new to organizations. However, the application of a systematic approach to change is changing the most prestigious companies around the globe. The quality techniques associated with managing business process have virtually changed overnight. Added to that momentum for quality is the parameter of technology driving innovation, global competition, and outsourcing. The most successful organizations are those that proactively harness technology, processes, and opportunities toward developing relationships that add tangible benefits to both customer and company. The philosophy and application of the principles that underlie process improvement are modifying the very nature and culture of the organizations in which we work. Those who embrace process improvement are in the best position to realize success.

### **Implementing ISO 22000 and PAS 220 to meet the FSSC 22000 Audit Certification Scheme**

Managers and support personnel responsible for managing and improving an organization's food safety.

Manage food safety throughout the food chain by developing and implementing a food safety quality management system compliant with FSSC 22000.

You will gain a solid practical understanding of the requirements of the FSSC 22000 certification scheme. Interactive discussions and team exercises help you apply the concepts presented throughout the course. This effective approach helps you formally develop and implement a practical documented system to comply with FSSC 22000.

This two-day virtual course presents the requirements of a food safety management system in accordance with ISO 22000:2005 and PAS 220. Learning how to document and implement a food safety management system from a systematic perspective is critical for an organization to successfully implement FSSC 22000

### **Innovation Strategy - Taking the Right Risks**

Anyone interested in innovation strategy

You need to understand the importance of innovation and its impact on profitability during tough and competitive times. Learn about the roles, strengths, and contributions of key players in the innovation process. This course is an instructor-led, virtual course done through Webex.

Offered in association with the ASQ Toronto section.

Please note: Registration is for one person only. This course will require the use of an internet access computer. For best results, it is recommended that a DSL internet connection with at least 90k bandwidth be used. The use of a dial up internet connection during participation is discouraged and might result in audio or visual difficulties. Audio will be through the computer.

### **ISO 13485:2003 Incorporating Key Requirements as a Quality Management System**

Professionals directly involved in meeting the FDA's Quality System requirements.

Are you new to the 2003 version of ISO 13485? In this course, you get an understanding of the requirements, learn key steps for implementing an ISO 13485 quality management system and examine internal auditing procedures. You'll also learn how to draft process-based documentation. The course provides an overview of process validation, risk management, proper internal audits, CAPA and FDA inspections (design controls, document controls, purchasing controls, etc.). To maximize the peer learning opportunity, this course is recommended for those who already have a basic understanding of Quality System regulation, including direct work experience.

Note: All attendees are required to have their own copy of the ISO 13485:2003 standard for this training

course. These will not be provided for you. You can purchase a copy of this standard from ASQ ([Item #T13485](#))

### **ISO 9001:2008 An Overview**

This one-day course highlights the elements of the ISO 9001:2008 standard and helps participants understand how the standard is used as a business-improvement tool.

### **ISO 22000:2005 Food Safety Management System Requirements**

Anyone involved in supporting, managing, and improving a food safety management system.

Consumers expect that all food products will be safe for consumption. With more than 1 billion meals consumed daily in the United States alone, food safety hazards can occur at any stage in the food chain. Every meal contains many opportunities to consume these food safety hazards. That's why we need strict quality and safety controls in all companies that participate in the food chain.

ISO 22000:2005 describes the requirements of a food safety management system. Food businesses are expected to meet specific requirements. This virtual course introduces the value of developing a system to effectively manage food safety from "farm to table." It will establish the importance of implementing an ISO 22000 food safety management system. The information goes far beyond meeting regulatory compliance.

ISO 22000:2005 incorporates and strengthens the hazard analysis and critical control point system to create an effective food safety management system. It defines a state-of-the-art food safety management system that can be used by all organizations in the food chain. Ensuring food safety is a responsibility of everyone in the food chain.

Any staff member involved in supporting, managing, and improving their organization's food safety management system -- managers planning the implementation of ISO 22000, quality assurance managers, internal auditors -- will find this an extremely beneficial course to enroll in.

### **ISO 22000:2005 Internal Auditor**

In collaboration with BSI USA, ASQ is pleased to present BSI's ISO 22000:2005 Internal Auditor course in a brand new virtual format!

BSI's ISO 22000:2005 Internal Auditor course focuses on teaching students an effective approach for auditing food safety management systems. The primary objective of this training course is to instruct food safety auditors in the principles and practices specific to auditing for conformance with ISO 22000, including planning and preparation of the audit, audit practices, and reporting audit findings. Students are expertly guided through internal audits that are required for a management system based on ISO 22000.

Students gain necessary auditing skills through a balance of formal virtual classroom tutorials, group workshops conducted in a virtual environment and open forum discussions throughout the session.

A balance of lecture, discussion, workshop exercises, and practice will be used extensively throughout this three-day session. Students will receive comprehensive course manuals with reference materials in an Adobe Acrobat file when you log into the session on the first morning of the session.

We recommend that students have some prior knowledge of ISO 22000 or food safety management systems prior to taking the course.

### **Integrated Quality Management**

Anyone responsible for implementing and integrating quality management practices in an organization.

Quality management just makes sense. You need to know how to make it a part of your organization. In this course, you'll review advanced quality management principles, best practice techniques, tools and skills. You'll find these concepts useful in a wide range of businesses and organizations including manufacturing, service, government, education, and healthcare. The course uses adult learning principles including Discovery Learning techniques, small group work, self assessments, articles and mini-case study reviews. You will create a list of key areas for improvement and develop a draft action plan that you can finalize back on the job.

This two-day virtual course provides you with a comprehensive review and working knowledge of key concepts and practices included in the following:

ASQ's Certified Manager of Quality/Organizational Excellence Body of Knowledge

ASQ's Certified Quality Improvement Associate Body of Knowledge

The Malcolm Baldrige National Quality Award Performance Excellence Criteria

### **Lean for Service**

Want to reduce waste and streamline operations? This course provides you with tools to survive the demand for higher quality, faster production time, and lower prices. You'll understand how to apply lean to the special challenges of the service industry.

Lean thinking is a philosophy and a powerful set of tools designed to eliminate waste from processes. It focuses on what adds value in processes from a customer's perspective. While its roots are in manufacturing, this workshop covers how to apply it to services and administrative functions. Lean thinking provides fast and dramatic results. If you are looking for a foundation for TQM or an approach that builds on TQM and past improvement techniques, lean thinking can introduce fresh and innovative ways to improve processes.

### **Lean Six Sigma Champion**

Lean Six Sigma Champion training focuses on providing you with the managerial and technical knowledge to facilitate the leadership and deployment of the Six Sigma strategy. Champions are upper-level managers who lead the execution of the Lean Six Sigma deployment plans for the company. That makes it one of the most critical roles in any successful Lean Six Sigma improvement initiative. Guided by the direction set forth by the executive team, champions select the projects, determine who's trained as Black Belts/Green Belts, review progress, and mentor the Black Belts/Green Belts in order for the deployment to be effective. The two-day virtual Lean Six Sigma Champion training agenda focuses on providing the managerial and technical knowledge necessary to facilitate the leadership and deployment of the Six Sigma Strategy without a significant investment of time away from the office.

### **Measuring Process and Organizational Performance**

Want to improve the performance of your company? This course provides you with the metrics and tools to help you analyze and measure your processes. A balance of lecture, discussion, practice, and case studies allows you to gain insights into your own situation.

This two-day course presents a process for selecting what to measure and specifying the "what" and "how" to create the appropriate metric for your organization and/or processes. This culminates with how to review, report, and act upon these metrics.

### **Medical Device Export/Import**

US medical device development personnel - mainly medical device designers and engineers

This 2-day virtual course discusses and explains standards, regulations and guidance that medical device manufacturers in the US need to be aware of and comply with when exporting medical devices to the

European Union (EU). The course includes FDA regulations that US medical device manufacturers must meet to market their products in the US and the specific standards and regulations set by the EU for device import.

### **Paperless Calibration Compliance for National and International Standards and Regulations**

This course will teach you how to evaluate and manage a paperless quality calibration program that is in full compliance with standards and regulations. You will learn the five steps of a quality calibration program and how they meet FDA and ISO requirements.

Learn to develop, evaluate, and manage a paperless quality calibration program that is in full compliance with national and international standards and regulations, including the five easy steps needed for a quality calibration program that is traceable to the SI. Also, learn how to design and create your own electronic records that meet 21 CFR Part 11 requirements.

### **Process FMEA (One-Day)**

This one-day lecture and workshop is designed to be a hands-on session demonstrating how to develop a Process FMEA. Participants learn how a FMEA is structured to improve a process and how to prepare a FMEA. (One-day)

### **Process Validation for Medical Device**

Quality managers, quality engineers and quality technicians involved in the development and manufacturing of medical devices; Professionals directly involved in meeting the FDA's quality system requirements. Medical device manufacturers need to perform process validation(s). The reasons are two-fold: satisfy FDA requirements (although, that alone would be a sufficient reason), and ensure BUSINESS SUCCESS! Attend and learn the principles and application of successful process validation. Whether you are new to process validation or want to refine and improve your existing program-you will benefit from this informative, practical seminar. You will learn how the current FDA regulations, interpretations and guidelines affect you and how to develop a validation program consistent with compliance and business success.

### **Quality Fundamentals for Service**

Build basic quality awareness and competency in your service organization. This essential course sets a foundation on which you can build more advanced quality methods and tools. Increase your knowledge and understanding of how to use quality practices and principles in service operations. This course is a half-day live, instructor-led, interactive virtual course.

MORE RESOURCES! Take and receive the accompanying e-book The Quality Toolbox after the course.

### **Risk Management for Medical Device**

Designed for engineers, technicians, and professionals focusing on product risk, this course teaches you the common risk-management methods used in product design. It also focuses on recently enacted standards specifically related to medical device risk management. Using case studies and interaction, you will practice identifying potential product hazards, FMEA, hazard and fault tree analysis, and all the critical skills needed to create a risk management process.

This course illustrates commonly used risk-identification and risk-reducing methods. It shares practical applications implementing several of the recently enacted standards relevant and applicable to medical device risk management, and to most other industries. Through examples, the instructor explains how to identify product and process hazards, evaluate the hazards for possible level of risk, and ways to creatively brainstorm on mitigating the risk.

## **Service Excellence through Quality Practices**

Quality specialists in the service sector responsible for excellence through quality practices.

Learn about the quality practices that drive continuous improvement and operational/process effectiveness in the service sector. More and more of the U.S. economy has a service focus. As a result, companies need to improve their service components. Quality leaders and their staffs need knowledge and skills that focus on improving transaction processes and creating a culture of continuous improvement. This program covers quality management system elements, tools and process improvement approaches that successful companies use, with a particular emphasis on how to apply them in a service environment.

MORE RESOURCES! Receive the accompanying e-book Enabling Excellence: The Seven Elements Essential to Achieving Competitive Advantage after the course.

## **Service Quality Measurement: Analyzing**

NOTE: combined series also available as a single self-paced E-Learning course. See under E-Learning description and pricelist below.

This is part of ASQ's series on Service Quality Measurement. The series includes modules on planning for measuring service quality, efficiently and effectively measuring service quality, analyzing service quality data and writing surveys to collect Service Quality data. You made the effort to collect data from your customers, now what? Turn your customer data into action items. Capitalize on your strengths. Eliminate your weaknesses. Analyzing begins with understanding the tools you will need to analyze the data you have. You'll then learn how to link the data to your organization's goals and objectives to drive business results. Finally, you'll learn how to plan for and implement improvements to your system. Use your organization's information to create your own 'case study', and have practical 'next steps' to improving your planning process.

As a prerequisite, please bring examples of actual reports, surveys, etc. from any quality service measurement program you might have such as:

- Call center data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data

## **Service Quality Measurement: Measuring**

Anyone involved in service quality, customer service, sales, or marketing

Measuring your customer satisfaction and loyalty validates your organization's approach to meeting and exceeding customer expectations.

This is part of ASQ's series on Service Quality Measurement. The series includes modules on planning for measuring service quality, efficiently and effectively measuring service quality, analyzing service quality data and writing surveys to collect service quality data.

Customer loyalty means everything to your business. You need to make sure your service quality meets and exceeds expectations. Where do you start?

Measuring your customer satisfaction and loyalty validates your organization's approach to meeting and exceeding customer expectations. You'll begin by defining satisfaction and loyalty. Then you'll learn how to measure them with surveys, interviews, and other listening posts. You'll use customer segmentation to meet

diverse customer needs, and tie it all back to your organization's strategic goals and objectives.

You'll use your organization's information to create your own case study, and develop practical next steps to improve your measurement approaches.

As a prerequisite, please bring examples of actual reports, surveys, etc. from any quality service measurement program you might have such as:

- Call center data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data

### **Service Quality Measurement: Planning**

Anyone involved in service quality, customer service, sales, or marketing.

This is part of ASQ's series on Service Quality Measurement. The series includes modules on planning for measuring service quality, efficiently and effectively measuring service quality, analyzing service quality data and writing surveys to collect Service Quality data. Customer loyalty means everything to your business. You need to make sure your service quality meets and exceeds expectations. Where do you start? Planning begins with assessing your organization's current state. Once this is identified, the course moves into how to drive business results with your measurement systems. Finally, you'll move into planning for and implementing improvements to your measurement system. You will use your organization's information to create your own 'case study' and have practical 'next steps' to improving your planning process.

As a prerequisite, please bring your organization's:

1. Mission, vision, and values statements
2. High-level strategic plan
3. Organization chart
4. Process map/flow of one of your organizational processes

### **Six Sigma Green Belt Certification Preparation**

Learners who want to gain an understanding of Six Sigma at a Green Belt level.

Prepare for ASQ's Certified Six Sigma Green Belt exam and gain a better understanding of Six Sigma at the Green Belt level. This four-day, instructor-led, virtual course aligns with the ASQ Six Sigma Green Belt Body of Knowledge. It is developed by ASQ subject-matter experts and is divided into the following five modules, each with its own outline and objectives:

1. Six Sigma and the Organization
2. Define
3. Measure
4. Analyze
5. Improve and Control

\*Please note: Participants will need a high-speed, hand-held electronic calculator (such as TI-30Xa) for the course.

The module objectives align with the certification body of knowledge. This will prepare you for the certification exam. The course does not constitute, nor imply, the successful passing of the ASQ Certified Six Sigma Green Belt exam.

## **Systematic Problem Solving for Sustained Improvements with Quality Tools-Virtual**

Management and new hires within any organization using continuous improvement and corrective-action.

Are you prepared to be a part of continuous improvement (CI) in your organization? All CI programs, many standards, and accreditation bodies require a corrective action/improvement process. This one-day program focuses on the concepts, quality tools, and processes you need to succeed! Topics include teamwork, consensus-building, on-the-job application, and fact-based, problem solving processes and tools.

## **The Case for Quality Taking it to Management**

This course teaches you to effectively communicate the tools and benefits of quality to upper-level management. You will understand the major areas of interest for top managers so you can effectively sell your ideas and proposed projects. This enhances your career growth opportunities.

Focus on forming strong relationships with upper management, learning how to communicate the expected benefits resulting from a quality initiative and how to sell in a strategic, consultative manner. Gain comfort around top management and communicate effectively with them.

As an outside consultant, you'll gain better business development and more effective management of projects. As an employee, you'll be better able to sell your ideas and proposed projects, and enhance your career growth into positions of greater authority. Segments focus on strategic selling, complex sales, organizational resistance, and client relationship management.

## **Transitioning to ISO 13485:2003 Overview**

Anyone responsible for transitioning a firm's existing ISO 13485 quality management system.

Medical device manufacturers need to transition their ISO 13485:1996 quality management system to the 2003 revision. This one-day course reviews the following:

- Basic requirements of ISO 13485:2003
- Transition issues for existing users of the 1996 standard
- The process approach to management
- Participants will gain an understanding of the importance of quality objectives, the relationship of processes to procedures and the major changes to internal auditing.

## **E-LEARNING DESCRIPTIONS**

### **Auditing (CQA) 2004 BoK Additions Training**

This course is designed for auditors and ASQ CQAs.

A new Certified Quality Auditor Body of Knowledge (BoK) has been issued and is effective beginning with the June 5, 2004 exams. This course is designed for auditors and ASQ CQAs interested in staying current with the CQA BoK changes, the new case study testing form, and the new ISO 19011 auditing standard guidance. ISO 19011 changes that influence the CQA BoK are included. The course consists of a series of lessons, illustrations, diagrams, interactive exercises, quizzes, tests and new case study questions. This course has 138 test questions related to the new BOK topics plus 30 new case study questions that cover both new and old BoK topics. You will have 90 days to access this course.

### **Auditing for Improvement (NEW)**

Make any organization better through the power of the audit. Step by step, evaluate and improve any internal or supplier management system in the areas of quality, safety, environment, and security. Gain deeper process understanding, learn how to strengthen two-way communications, and build partnerships based on trust. Work in teams to develop and use practical planning tools in a safe and fun classroom environment. Create an audit

report for use on the job to make the system changes necessary to improve business operations. This is a basic course and assumes no prior audit knowledge or experience. Participants may wish to bring a one-page flowchart of their own company operations to share with others. This is a two-day, instructor-led, face-to-face course with multiple small-group workshops.

\*Note: This course replaces Quality Audits for Improved Performance and Process-Based Auditing public and onsite courses

### **Auditing Fundamentals I**

The course is designed to provide an understanding of the ASQ Quality Auditor 2004 Body of Knowledge (BOK) for preparing, performing, reporting, and following up audit results. The course is intended for those interested in learning auditing process fundamentals and as a review for those preparing to take the ASQ Certified Quality Auditor (CQA) exam. ISO 19011 audit standard changes that influence the CQA BOK are included as well as auditing process-based systems. The Auditing Fundamentals I course consists of series of lessons, illustrations, diagrams, examples, supplemental handout information, interactive exercises, and quizzes. There is a question bank of 130 questions. A desk reference that covers all lessons and the Quality WBT Glossary are included in the class as pdf files. The course covers Part II (audit process) of the ASQ Quality Auditor Body of Knowledge (BOK). You will have 90 days to access this course.

Auditing basics are discussed further in Auditing Fundamentals II and III.

### **Auditing (CQA) Fundamentals II**

Are you interested in conducting quality system or process audits? This course is for you!

The course contains auditing fundamental conventions, auditor conduct requirements, auditor competencies (skill and knowledge needs), audit program management, and business applications. It may be used for professional development, as a refresher or for preparing for the ASQ Certified Quality Auditor (CQA) examination based on the 2004 CQA Body of Knowledge (BOK). ISO 19011 audit standard changes that influence the CQA BOK are included as well as auditing process-based systems. The course covers CQA BOK Part I (auditing fundamentals), Part III (auditor competencies), and Part IV (audit program management and business applications) of the ASQ quality auditor 2004 Body of Knowledge. The course is intended for those interested in conducting quality system or process audits using any performance standard (ISO 9001, FDA GMPs, FAA, QS 9000 and so on). The class consists of a series of lessons, illustrations, diagrams, interactive exercises, quizzes, tests, and case study test questions. A desk reference that covers all lessons and the QualityWBT Glossary are included in the class as pdf files. The class has a bank of 157 multiple choice test questions and 30 case study questions that cover BOK topics. You will have 90 days to access this course.

Auditing basics are discussed further in the Auditing Fundamentals I and Auditing Fundamentals III course.

### **Auditing (CQA) Fundamentals III**

The course is intended for those interested in conducting quality system audits.

The course is designed to provide quality practitioners, managers, professionals, auditors and improvement team members with an understanding of basic quality tools and techniques. It may be used for professional development, as a refresher or for preparing for the ASQ Certified Quality Auditor (CQA) examination. The course covers Part V (Quality Tools and Techniques) of the CQA Body of Knowledge (BOK). The course is intended for those interested in conducting quality system audits using any performance standard (ISO 9001, FDA GMPs, FAA, QS 9000 and so on). The class consists of a series of lessons, illustrations, diagrams,

interactive exercises, quizzes, tests, and a Problem Solving Team Case Study that students must review and be tested on to pass the class. A desk reference that covers all lessons and the QualityWBT Glossary are included in the class as pdf files. The class has a bank of 101 multiple choice test questions and 11 case study questions that cover BOK topics. You will have 365 days to access this course.

### **Certified Biomedical Auditor Question Bank**

Increase the effectiveness of your study for ASQ's Certified Biomedical Auditor (CBA) exam through access to hundreds of practice questions developed and based on the CBA Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CBA BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Calibration Technician Exam Prep**

Study the content you'll need to prepare for the ASQ Certified Calibration Technician exam. This Web-based course is developed from ASQ's CCT Body of Knowledge. The program includes content, terminology, concepts, graphics, formulas, real-world examples, and hundreds of practice test questions from subject matter experts throughout the calibration industry.

### **Certified Calibration Technician Question Bank**

Increase the effectiveness of your study for ASQ's Certified Calibration Technician (CCT) exam through access to hundreds of practice questions developed and based on the CCT Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CCT BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified HACCP Auditor Question Bank**

Increase the effectiveness of your study for ASQ's Certified HACCP Auditor (CHA) exam through access to hundreds of practice questions developed and based on the CHA Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CHA BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the

practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Manager of Quality/Organizational Excellence Certification Preparation**

This self-paced course helps you understand the CMQ/OE Body of Knowledge and prepare for the material on the test. The format provides the flexibility and convenience of working on course materials online.

Study at your own pace with the content you'll need to prepare for the Certified Manager of Quality/Organizational Excellence (CMQ/OE) exam. The program includes a pre-test, tests on each module, 450 multiple-choice practice questions, constructed response essay questions, e-flashcards, and a post-test exam. It also includes seven print modules that cover the seven main domains in the CMQ/OE Body of Knowledge. These are in addition to the online testing and review activities, and are perfect reference materials that you can take with you into the CMQ/OE exam.

### **Certified Manager of Quality/Organizational Excellence Question Bank**

Increase the effectiveness of your study for ASQ's Certified Manager of Quality/Organization Excellence (CMQ/OE) exam through access to hundreds of practice questions developed and based on the CMQ/OE Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CMQ/OE BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Pharmaceutical GMP Professional Question Bank**

Increase the effectiveness of your study for ASQ's Certified Pharmaceutical GMP Compliance Professional (CPGP) exam through access to hundreds of practice questions developed and based on the CPGP Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CPGP BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Quality Auditor Certification Preparation**

This course is based on the ASQ Quality Auditor Body of Knowledge. By teaching you to prepare, perform, report, and follow up audit results, the course prepares you to take the ASQ Certified Quality Auditor (CQA) exam

### **Certified Quality Auditor Question Bank**

Increase the effectiveness of your study for ASQ's Certified Quality Auditor (CQA) exam through access to hundreds of practice questions developed and based on the CQA Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CQA BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Quality Engineer Question Bank**

Simulate the CQE exam from the convenience of your home or office. ASQ's online certification preparation course teaches you the concepts you'll see on your test, and provides practice exams so you can review the material. This gives you the best chance to learn effectively and pass your exam.

Increase the effectiveness of your study for ASQ's Certified Quality Engineer (CQE) exam through access to hundreds of practice questions developed and based on the CQE Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies. Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CQE BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Quality Engineer Certification Preparation Self- paced**

Understand the five main domains in the CQE Body of Knowledge. This course prepares you for the CQE exam and allows you to learn at your own pace from your computer. You'll become familiar with questions similar to those on the exam.

### **Certified Quality Improvement Associate Question Bank**

Increase the effectiveness of your study for ASQ's Certified Quality Improvement Associate (CQIA) exam through access to hundreds of practice questions developed and based on the CQIA Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CQIA BoK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Quality Inspector Certification Preparation**

This self-paced course covers the material you will see on the CQI exam. It includes a practice test based on the CQI Body of Knowledge. The graphic summary of these questions highlights the areas you should study further before taking your exam.

Study at your own pace with the content you'll need to prepare for the Certified Quality Inspector exam. This Web-based course is developed from ASQ's Certified Quality Inspector Body of Knowledge. The program includes tests, progress checks, and course activities that cover the four main domains in the CQI BOK.

Practice questions are available as full assessments at the end of the course. Upon completion of the assessment, you will get a graphical summary of your scores on each main topic of the BOK. This will help you identify those areas that need further study.

### **Certified Quality Inspector Question Bank**

Increase the effectiveness of your study for ASQ's Certified Quality Inspector (CQI) exam through access to hundreds of practice questions developed and based on the CQI Body of Knowledge (BoK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or "simulate" the exam experience with at least three completely unique sets of questions drawn from the CQI BoK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Quality Process Analyst Cert Prep**

This online preparation course allows you to study at your own convenience. You'll understand the content covered by the four main domains in the CQPA Body of Knowledge and become familiar with practice questions that are similar to the questions that will appear on the ASQ CQPA exam.

Study at your own pace with the content you'll need to prepare for the Certified Quality Process Analyst (CQPA) exam. The program includes pre- and post-tests, progress checks, course activities, and a PDF download that provides a print version of the modules that cover the four main domains in the CQPA Body of Knowledge. In addition to studying online, you'll have a print reference to take with you for the CQPA exam.

### **Certified Quality Process Analyst Question Bank**

Simulate the CQPA exam from the convenience of your home or office. ASQ's online certification preparation course teaches you the concepts you'll see on your test, and provides practice exams so you can review the material. This gives you the best chance to learn effectively and pass your exam.

Increase the effectiveness of your study for ASQ's Certified Quality Process Analyst (CQPA) exam through access to hundreds of practice questions developed and based on the CQPA Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies. Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CQPA BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

## **Certified Reliability Engineer Certification Preparation (NEW)**

This self-paced course covers the material on the CRE exam, including the seven domains of the CRE Body of Knowledge (BOK). It prepares you for the CRE exam and allows you to learn at your own pace from your computer. You'll become familiar with questions similar to those on the exam.

In addition, you can simulate the CRE exam with at least three completely unique sets of questions from the convenience of your home or office with the question bank that is included in the course. You'll access hundreds of practice questions developed and based on the CRE body of knowledge. Use these questions to identify your strengths and weaknesses so you know where to concentrate your studies.

Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

## **Certified Quality Technician Certification Preparation**

Increase the effectiveness of your study for ASQ's Certified Quality Technician (CQT) exam through access to hundreds of practice questions developed and based on the CQT Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CQT BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

## **Certified Reliability Engineer Question Bank**

Increase the effectiveness of your study for ASQ's Certified Reliability Engineer (CRE) exam through access to hundreds of practice questions developed and based on the CRE Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CRE BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

## **Certified Six Sigma Black Belt Cert Prep**

Those seeking to refresh their knowledge of the topics/subtopics in the Black Belt Body of Knowledge

Prepare for ASQ's Six Sigma Black Belt (SSBB) certification exam by reviewing the topics and subtopics in the SSBB Body of Knowledge in this four-day, instructor-led virtual course. The course reinforces concepts through instructor facilitation, group discussions, and exercises. You'll get exam-taking tips and answer practice questions similar to the ones that appear on the exam. The course has nine modules based on the nine areas from ASQ's Six Sigma Black Belt Body of Knowledge:

1. Enterprise-Wide Deployment
2. Organizational Process Management and Measures
3. Team Management

4. Define
5. Measure
6. Analyze
7. Improve
8. Control
9. Design for Six Sigma (DFSS) Frameworks and Methodologies

Taking this course does not constitute, nor imply, the successful passing of the ASQ Certified Six Sigma Black Belt exam.

### **Certified Six Sigma Black Belt Question Bank**

Increase the effectiveness of your study for ASQ's Certified Six Sigma Black Belt (CSSBB) exam through access to hundreds of practice questions developed and based on the CSSBB Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CSSBB BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Six Sigma Green Belt Certification Preparation**

This self-paced course teaches you the basics of Six Sigma Green Belt so you can make a positive impact on your company's cost-cutting efforts. You'll understand the five main domains in the CSSGB Body of Knowledge and become familiar with the material on the ASQ CSSGB certification exam.

Study at your own pace with the content you'll need to prepare for the Certified Six Sigma Green Belt (CSSGB) exam. The program includes a pre and post tests, progresses checks, course activities, and a PDF download which provided a print version of the modules that cover the five main domains in the CSSGB Body of Knowledge. In addition to studying online you'll have a print reference to take with you for the CSSGB exam.

### **Certified Six Sigma Green Belt Question Bank**

Increase the effectiveness of your study for ASQ's Certified Six Sigma Green Belt (CSSGB) exam through access to hundreds of practice questions developed and based on the CSSGB Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CSSGB BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Certified Software Quality Engineer Question Bank**

Increase the effectiveness of your study for ASQ's Certified Software Quality Engineer (CSQE) exam through access to hundreds of practice questions developed and based on the CSQE Body of Knowledge (BOK)\*. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

Study by topic or simulate the exam experience with at least three completely unique sets of questions drawn from the CSQE BOK. Take a different random practice exam as many times as you want during the 365-day access period.

\*Please note that the questions in this product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

### **Charting Process Behavior (SPC)**

Anyone interested in charting process behavior using statistical process control charts.

This course provides an introduction to basic concepts for charting process behavior using statistical process control charts. The content covered by this course is also known as Statistical Process Control (SPC). Participants will receive a basic understanding of tools and methods used to measure and understand process behavior over time - in support of a Six Sigma DMAIC project or for ongoing process management.

Course materials are presented within the context of a Six Sigma improvement project, where process behavior charts (control charts) are often used in the Measure, Analyze, and Control phases of the D-M-A-I-C process. However, involvement in a Six Sigma project is not a prerequisite, and no prior knowledge of Six Sigma is assumed. This course is a component of the Online Six Sigma Black Belt and Online Six Sigma Green Belt courses.

Because it's designed with a heavy practice orientation, as much as 40% of your time is spent working through interactive practice exercises and online assessments. This course is a multimedia, interactive learning experience with audio lectures, slide shows, virtual classroom discussion, online notebook, toolbox, quizzes, glossary, and help feature. Media components are designed to consume minimal bandwidth and are not blocked by most firewalls. You will have 90 days to access this course.

### **Concepts of Control Charts**

Quality technicians and other professionals.

Statistical Process Control (SPC) is the application of statistical techniques to determine if the outputs of a process conform to target product or service models. One of the most common and useful tools in SPC is the control chart. Concepts of Control Charts demonstrates how to analyze control chart data so that quality technicians and other professionals can judge whether a process has changed, and by how much. They will also be able to associate patterns on a chart with specific influences that are affecting a process to decide whether they want to address these influences. You will have six months to access this course.

### **Concepts of Control Charts Executive Overview**

Quality technicians and other professionals

Statistical Process Control (SPC) is the application of statistical techniques to determine if the outputs of a process conform to target product or service models. One of the most common and useful tools in SPC is the control chart. Concepts of Control Charts demonstrates how to analyze control chart data so that quality technicians and other professionals can judge whether a process has changed, and by how much. They will also be able to associate patterns on a chart with specific influences that are affecting a process to decide whether they want to address these influences. You will have six months to access this course.

## **Continual Improvement Assessment (CIA)**

This course is designed for managers and auditors.

This course is designed to teach audit methods to determine if improvement actions are adding value, and how to audit process performance for improved efficiency. It also covers assessment techniques for generating new improvement ideas to support Six Sigma, lean, TQM, ISO 9001, and other continual improvement programs. It focuses on tactics to monitor improvement programs to ensure value-added results are achieved and sustained. An aggressive assessment program will provide the oversight and factual data management needs to make informed decisions about current and future operations. This course is designed for managers and auditors interested in making their continual improvement program effective and efficient. A desk reference PDF is included with the course, along with a Continual Improvement Perception Survey and an example of the 9004 Assessment Criteria Check

## **Customer Service for the Frontline**

Frontline customer service employees who are interested in enhancing their service skills

In this course, the learner will learn about customer service and its relation to the global market, the meaning of "good service", and what the customer expects. In addition, the learner will explore their personal service styles and how to adapt a customer service approach that provides consistently good service.

This course discusses how to connect with the customer and illustrates how to handle customer service on the phone, in-person, responding to and sending e-mail, and when dealing with challenging customers. This highly interactive self-paced course takes about one hour to complete and includes case studies, personal assessment exercises, and other activities designed to focus the learner on the customer. Learn new technologies for communications using Neuro Linguistic Programming to enhance your customer service skills. This course is perfect for call centers wanting to keep abreast of the latest thinking in relationship building as well as individuals who face the customer on a daily basis. You will have 90 days to access this course.

## **Data Collection**

Anyone interested in basic elements of data collection planning.

This course introduces the basic elements of data collection planning, including explanations of data in its most basic forms and the reasons why unbiased data is of value to an organization. The course outlines the steps in obtaining a truly random sample from which to collect data. Once a sample has been obtained, a number of various data collection techniques can be used to record the observations of the data collectors. You will have 180 days to access this course.

## **Data Collection Executive Overview**

Anyone interested in basic elements of data collection planning.

This course introduces the basic elements of data collection planning, including explanations of data in its most basic forms and the reasons why unbiased data is of value to an organization. The course outlines the steps in obtaining a truly random sample from which to collect data. Once a sample has been obtained, a number of various data collection techniques can be used to record the observations of the data collectors. You will have 180 days to access this course.

## **Design For Six Sigma-Product**

Six Sigma Black Belt students interested in On-Line Six Sigma DFSS training.

On-Line Six Sigma DFSS training using the D-C-D-O-V roadmap. This course is integrated with an innovative simulation-based practice project using the Roller Coaster Tycoon video game. The advanced Design of Experiments module uses Design-Expert software from Stat-Ease, a user-friendly alternative for the design and analysis of experiments (included in the course price). This instructor-supported course covers the complete DFSS body of knowledge, including both product and process design. All content available online in a self-paced, asynchronous format. With a heavy practice orientation, as much as 1/2 of your time will be spent working through interactive practice exercises and online assessments. Participants in this course should have previously mastered the Six Sigma Black Belt body of knowledge, specifically including Measurement System Analysis, Multiple Regression Analysis, and basic Design of Experiments. If you have not mastered this body of knowledge, MoreSteam.com provides a Six Sigma Black Belt course, which would provide appropriate preparation. You will have 270 days to access this course.

### **Design for Six Sigma-Service**

Six Sigma Green Belt students interested in On-Line Six Sigma DFSS training

On-Line Six Sigma DFSS training using the D-C-D-O-V roadmap. This course is integrated with an innovative simulation-based practice project using the Roller Coaster Tycoon video game (included). The body of knowledge covered by this course is focused on DFSS for Process Design rather than Product Design. This course does not include advanced DOE, which is included in a separate "Product" DFSS course. All content is available online in a self-paced, asynchronous format. With a heavy practice orientation, as much as 1/2 of your time will be spent working through interactive practice exercises and online assessments. Participants in this course should have previously mastered the Six Sigma Green Belt body of knowledge, specifically including Measurement System Analysis and Multiple Regression Analysis. If you have not mastered this body of knowledge, MoreSteam.com provides a Six Sigma Green Belt course, which would provide appropriate preparation. You will have 270 days to access this course.

A shipping fee of \$15.00 for domestic and international orders will be assessed at the time of placement of the order.

\* This course requires the use of Design-Ease Software. Design-Ease is provided by MoreSteam.com and is included in the course fee. Customers located outside of the U.S. will be responsible to pay any local customs duties or taxes on the Design-Ease software and book, which have a value of approximately \$600.

### **Design of Experiments**

Anyone interested in applying DOEs to the execution of quality initiatives.

A Design of Experiment (DOE) is a structured method for determining the relationship between factors affecting a process and the output of that process. Course content focuses heavily on the scientific and statistical methods involved in planning and analyzing DOEs in order to yield practical results. Some understanding of basic statistical methods will be needed to complete this course. You will have 180 days to access this course.

### **Design of Experiments Executive Overview**

Anyone interested in applying DOEs to the execution of quality initiatives.

A Design of Experiment (DOE) is a structured method for determining the relationship between factors affecting a process and the output of that process. Course content focuses heavily on the scientific and statistical methods involved in planning and analyzing DOEs in order to yield practical results. Some understanding of basic statistical methods will be needed to complete this course. You will have 180 days to access this course.

## **eRCA Foundations of Problem Solving (Root Cause Analysis)**

Don't put a bandage on a problem; fix the issue permanently. This course allows you to identify the cause of a problem, solve it, and prevent it from occurring in the future. It is taught online in a convenient self-paced format.

You'll learn a highly effective problem-solving process that can be used in both your personal and professional life with this course. You'll get an introductory education for the concepts and guidelines of Apollo root cause analysis. Completion of this self-paced course will provide the background needed to further study root cause analysis and enhance your ability to effectively solve problems. You will learn to be an effective participant in an RCA; however, further study is required to gain the skills needed to facilitate root cause analyses.

## **Developing High-Performance Supplier and Partner Relationships**

Work at your own pace as you learn about managing suppliers and forming strategic partnerships. This course focuses specifically on service organizations and is best for managers responsible for developing supply chains and process partners.

This self-study program provides methods, tools, and suggestions you need for managing suppliers and forming strategic partner relationships. Finding and building strategic partner relationships is a key to service sustainability. It provides a way to substantially supplement your organization's core competencies. This course has a focus on service sector organizations. Attendees will cover the fundamentals of supplier and partner relationship management. With examples, online and offline exercises, handouts, and case studies, attendees will take away lessons they can directly and immediately apply to their business.

### Learning Objectives

- Differentiate between a supplier and a partner
- Recognize the benefits and requirements of partnering relationships
- Understand the characteristics and requirements of managing supplier relationships
- Apply the principles learned

## **Essential Skills for Team Leadership**

This course is intended for technical professionals in charge of creating, developing and leading teams and meetings.

Companies have long recognized that technical and analytical skills alone are not enough to meet business needs or provide lasting competitive advantage. They expect technically oriented professionals to take on more business-oriented tasks, such as leading teams and helping to manage change. This requires that staff and managers with technical know-how, including quality professionals, be able to communicate with non-technical employees while also managing teams and providing business inputs.

It has become apparent that quality professionals with more diverse organizational skill sets have better job security and career prospects. Why? Because they are uniquely positioned to meet the expectations of today's marketplace.

ASQ has responded to this need with the new web-based course Essential Skills for Team Leadership. The career value of this interactive and self-paced course is immeasurable.

This engaging self-paced course provides introductory team and meeting facilitation skills training for technical professionals. The course uses a scenario-based approach that takes you through a simulated work situation. You'll lead a team that encounters various challenges that you need to address.

## **Failure Mode and Effects Analysis Executive Overview**

Anyone interested in Failure Mode and Effects Analysis (FMEA).

In this course, employees will learn how to reduce risk, improve product and process quality, and increase customer satisfaction through the Failure Mode and Effects Analysis (FMEA). The FMEA provides a structured approach to identifying and prioritizing potential failure modes, taking action to prevent and detect failure modes and making sure mechanisms are in place to ensure ongoing process control. You will have 180 days to access this course.

## **FMEA for Beginners**

Anyone interested in Failure Mode and Effects Analysis.

This introductory course presents a step-by-step method for conducting Failure Mode and Effects Analysis (FMEA). It defines the role, methodologies, and implementation of FMEAs as an essential component of a preventive action program. Participants will determine FMEA objectives, potential failure cause and effect, assessment of risks, and preventive action plans. This interactive course includes handouts, practice exercises, job aids, design-process-service examples, quizzes, free FMEA excel template (editable), and a free desk reference. The class has been updated to be consistent with the FMEA 4th edition reference manual for use by automotive suppliers.

The course requires the completion of a homework assignment that will be graded by an instructor. Feedback is provided on all assignments. You will have 90 days to access this course.

## **Hoshin Kanri: Visual Strategic Planning**

Managers interested in breakthrough innovations and continuous improvement.

Hoshin Kanri: Visual Strategic Planning Management's top priorities are planning and ensuring that everyone is working on the organization's key business objectives. Hoshin Kanri is a tool that helps management successfully realize these top priorities. This methodology is one of the most powerful planning tools available to organizations today, allowing for breakthrough innovations and continuous improvement. It provides a method for creating a comprehensive communication system between all levels of employees, keeping everyone focused on top priorities in the organization.

Hoshin Kanri provides a step-by-step strategic planning process, a deployment and review process for change and continuous improvement. It is a methodology that ties the vision and mission of an organization to the goals and team activities of those working in the organization. Organizations winning the prestigious Malcolm Baldrige Award have predominately used Hoshin Kanri.

Students will become familiar with the PDCA model and how it builds the foundation for Hoshin Kanri. In order to deploy a strategic plan, students learn how to create a vision and mission statement and assign measures, benchmarks and targets to strategic objectives. Also, covered in the course are the mechanics for how to calculate a hoshin matrix and the action planning necessary to deploy the plan into the organization. This course contains downloadable Excel templates that students can use to begin their Hoshin Kanri plan. They also receive a workbook that recaps all the material found in the course including numerous examples of Hoshin Kanri matrices! You will have 90 days to access this course.

## **Identifying Environmental (ISO 14001) Aspects and Impacts**

This program is intended for EMS coordinators or organization members tasked with identifying environmental risks and impacts.

The course is designed to be a step-by-step self-paced guided process for identifying significant environmental aspects and impacts within your organization. The step-by-step project results in real tangible deliverables, yet is fun and productive too. Nancy Boudreau, the expert who provided the content for the class, states that: "Identifying environmental risks and addressing them is the most important and most difficult part of implementing ISO 14001".

The Identifying Environmental Aspects and Impacts course consists of a series of lessons, illustrations, diagrams, examples, supplemental handout information, project management forms, interactive exercises, and quizzes. A handy desk reference, QualityWBT Glossary and on-line access to ISO 14001 are included as well. This class is designed to be a project guide. There are 3 open-book tests, and students are given ample time to answer the questions. To receive a certificate, students must pass all the tests and visit all the lesson pages. You will have 180 days to access this course.

### **Improvement Tools & Techniques: Charts, Controls, Diagrams, Improvement Methods Sampling and Problem Solving**

This program is intended for anyone interested in understanding the basic quality tools and techniques.

The course is designed to provide quality practitioners, managers, professionals, auditors and improvement team members an understanding of basic quality tools and techniques. It may be used for professional development or as a refresher. Besides normal testing, there is a Problem Solving Team Case Study that students must review and be tested on to pass the class. The class consists of a series of lessons, illustrations, diagrams, interactive exercises, case study questions and quizzes. A desk reference that covers all lessons and QualityWBT Glossary are included in the class as pdf files. The class has a bank of 101 multiple choice test questions and 11 case study questions. You will have 90 days to complete this course.

\*Please note that if you are taking the class to be a quality engineer or a six sigma black belt, you will need in-depth knowledge of statistical techniques that are beyond the scope of this class. Also, if you have taken the Auditing Fundamentals III course, you should not take this class because the same topics are covered.

### **Internal Auditing**

Anyone interested in all facets of modern quality auditing.

Internal audits are a key component of demonstrating to an organization's senior management that the quality system is both appropriate and effectively deployed. These audits are an important component of all ISO based quality standards. This course explores all facets of modern quality auditing, looking at the steps in the audit cycle. You will have 180 days to access this course.

\*\*Please note that courses from this provider work only with Internet Explorer 6.0 or higher\*\*

### **Internal Auditing Basics**

This program is intended for new auditors interested in a basic knowledge of how to conduct an internal audit.

The course covers the audit conventions for preparing, performing, reporting results and follow-up, and includes exercises such as writing check

### **Internal Auditing Executive Overview**

Anyone interested in all facets of modern quality auditing.

Internal audits are a key component of demonstrating to an organization's senior management that the quality system is both appropriate and effectively deployed. These audits are an important component of all ISO

based quality standards. This course explores all facets of modern quality auditing, looking at the steps in the audit cycle. You will have 180 days to access this course.

**\*\*Please note that courses from this provider work only with Internet Explorer 6.0 or higher\*\***

### **Introduction to Measurement and Calibration**

Satisfy the requirements for ISO 17025 and 16949, FDA, and FAA. Anyone responsible for measurement quality and accuracy. You will learn skills including standardization, managing a metrology system, and units and instrumentation of measurements.

This course is intended for anyone using or calibrating measurement instruments, calibration coordinators, or for those responsible for maintaining quality. A thorough knowledge of measurement science is key to maintaining ISO quality standards. This course is designed to ensure that calibration terminology and practices are understood throughout the organization and especially by persons responsible for the contracting of calibration services. The course covers the basics to more advanced topics.

### **Introduction to Six Sigma**

Anyone interested in Six Sigma concepts and methodology.

This overview course is designed to provide a broad understanding of the Six Sigma improvement methodology, concepts, and language. The Define-Measure-Analyze-Improve-Control methodology is presented with case studies and examples drawn from service, business process, and manufacturing applications. The integration of Lean Manufacturing and Six Sigma is also addressed. With a heavy practice orientation, as much as a third of your time will be spent working through interactive practice exercises and online assessments.

This course is a multimedia, interactive learning experience, with audio lectures, slide shows, virtual classroom discussion, online notebook, toolbox, quizzes, glossary, and help feature. All course content is available on demand (asynchronous format), and can be started or stopped at any time to provide maximum scheduling flexibility. Java-based media delivery is employed to consume minimal bandwidth, and is not blocked by most firewalls. You will have 60 days to assess this course.

### **Introduction to Six Sigma--Financial Services Version**

Anyone interested in Six Sigma improvement methodologies, concepts, and language.

This course is designed as an introduction to Six Sigma concepts and methodologies. The Define-Measure-Analyze-Improve-Control ('DMAIC') methodology is presented with case studies and practice exercises. This version of the Introductory course is a 'financial services' version, which focuses the DMAIC approach to process improvement on service-oriented processes typically found in either financial industries, including insurance, mortgage lending, and banking, to name a few, or financial administration functions common to manufacturing operations. With a heavy practice orientation, as much as a third of your time will be spent working through interactive practice exercises and online assessments.

This is a self-paced course that is a multimedia, interactive learning experience. It contains audio lectures, slide shows, virtual classroom discussion, online notebook, toolbox, quizzes, glossary, and a help feature. All course content is available on demand (asynchronous format), and can be started or stopped at any time to provide maximum scheduling flexibility. Java-based media delivery is employed to consume minimal bandwidth, and is not blocked by most firewalls. You have 60 days to complete the course.

## **Introduction to Six Sigma-Healthcare Version**

Anyone interested in Six Sigma improvement methodologies, concepts, and language.

This course is designed as an introduction to Six Sigma concepts and methodologies. The Define-Measure-Analyze-Improve-Control ('DMAIC') methodology is presented with case studies and practice exercises. This version of the Introductory course is a 'healthcare' version, which focuses the DMAIC approach to process improvement on service-oriented processes typically found in healthcare industries, including facility operations, insurance, medical device manufacturing and financial administration, to name a few. With a heavy practice orientation, as much as a third of your time will be spent working through interactive practice exercises and online assessments.

This is a self-paced course that is a multimedia, interactive learning experience. It contains audio lectures, slide shows, virtual classroom discussion, online notebook, toolbox, quizzes, glossary, and a help feature. All course content is available on demand (asynchronous format), and can be started or stopped at any time to provide maximum scheduling flexibility. Java-based media delivery is employed to consume minimal bandwidth, and is not blocked by most firewalls.

You have 60 days to complete the course.

## **Introduction to Six Sigma – Services Version**

Individuals seeking training, as well as companies embarked upon deployment of Six Sigma.

This course is designed as an introduction to Six Sigma concepts and methodologies. It is an overview course designed to provide a broad understanding of Six Sigma improvement methodologies, concepts, and language. The Define-Measure-Analyze-Improve-Control ('DMAIC') methodology is presented with case studies and practice exercises. This version of the Introductory course is a 'transactional services' version, which focuses the DMAIC approach to process improvement on transactional processes typically found in service-oriented industries, including insurance, healthcare, mortgage lending, and banking, to name a few, or administrative functions common to corporate operations. With a heavy practice orientation, as much as a third of your time will be spent working through interactive practice exercises and online assessments.

You will have 60 days to complete this course.

## **ISO Lesson Guide: 9001 Made Easy**

Anyone interested in the ISO 9001 quality management system concepts.

This course clearly explains the fundamental concepts and controls for ISO 9001:2008. It is ideal for managers, supervisors, and employees who are not directly responsible for auditing to the ISO 9001 standard but need to know about the quality management system standard. It is designed to provide an understanding of the ISO 9001 quality management system concepts, process approach, and quality management principles. The class was designed using simple, easy to understand language and includes job aids such as the ISO 9001 Conspectus, an ISO 9001 Check

## **ISO 13485 Requirements from A to Z**

Learn about ISO 13485 and ISO 9001 requirements for medical devices. See how to interpret and apply the requirements to your work situation. This course follows the ISO 13485 requirements portion of an RABQSA certified lead auditor class. The class consists of a series of lessons, illustrations, diagrams, interactive exercises, and quizzes.

You get access to ISO 9000 (vocabulary standard) and more than 20 downloadable handouts - including an ISO 13485 check.

### **ISO 14001:2004 Requirements from A to Z**

This program is intended for anyone interested in implementing and maintaining an ISO 14001 environmental management system.

Here is everything you need to know about ISO 14001 requirements, including how to interpret and apply ISO 14001 to your work situation. This content is based on the ISO 14001 requirements portion of an RABQSA certified lead auditor class.

With this class, you'll get:

- On-line access to ISO 9000 (vocabulary standard)
- A view-only version of the ISO 14001:2004 standard
- More than 20 downloadable handouts including an ISO 4001 check

### **ISO 17025 Compliance**

Anyone interested in basic concepts of Uncertainty Management.

This course is designed to instruct and evaluate the user on basic concepts of Uncertainty Management. You will be able to understand and describe the terminology, concepts, and procedures relating to ISO compliance and uncertainty management including tolerances, specifications, accuracy, uncertainty ratios, guard banding, and changes to and adjustment of inspection decision rules.

Upon successful completion, a certificate that includes test results, topics covered, and a place for a supervisor's signature can be printed. This provides required documentation while satisfying and maintaining training requirements for ISO 17025 and 16949, FDA, FAA, and other industry quality standards.

You will have 7 days to access this course.

### **ISO 9001:2000 Executive Overview**

Anyone interested in a basic understanding of ISO 9000.

This course will introduce ISO 9000, the international quality system that has been used to standardize quality system requirements worldwide. Participants will get the most out of this course if they have a basic understanding of their organization's business practices, products and customers.

This training is for the 2000 version of the standard, not the 2008 version. You will have 180 days to access this course.

### **ISO 9001: 2008 Requirements from A to Z**

. This program is intended for anyone interested in ISO 9001 requirements.

This course is designed for auditors, supervisors, and managers who want to learn about ISO 9001 requirements, interpret the ISO 9001 standard, and apply ISO 9001 to their work situation. It is based on the ISO 9001 portion of a certified lead auditor class. Students must apply what they learned by completion of an assignment for marking by an instructor. The course includes online access to ISO 9000 and ISO 9001 standards, and several downloadable handouts including an ISO 9001 check

### **ISO 9001:2008 Transition Training: Be Prepared - Know the Changes**

Organizations interested in internal ISO 9001:2008 qualification of auditors and personnel.

The course clearly contrasts the differences between ISO 9001:2000 & ISO 9001:2008, and interprets the concepts and terminology of the new standard. Valuable job aids include: ISO 9001:2008 Transition Check, ISO 9001:2008 Transition Checklist with discussion points, a Desk Reference for ISO 9001:2008 Transition Training, and an ISO 9001:2008 Checklist.

This course gives you the tools for auditing and upgrading a quality management system to ISO 9001:2008. Requirements are referenced as product/service requirements and product and service examples are included in the discussion â making this appropriate for both the service and manufacturing sectors. Use this course for internal ISO 9001:2008 qualification of auditors and organization personnel.

ISO 9001:2008 is based on the final published ISO 9001-2008 International Standard, and consists of a series of lessons, illustrations, diagrams, examples, supplemental handout information, forms, interactive exercises, and quizzes. Online access to ISO 9001:2008, ISO 9000:2005 (view only), & the QualityWBT Glossary are also included in the class.

The class takes approximately 1.5 hours to complete. There is an open-note test. You will have ample time to take the test and may use the desk reference in answering the questions. To receive a certificate, you must pass the test and visit all the lesson pages. The subscription length is 90 days (plus one free 30-day subscription extension, if needed).

### **ISO 9001:2K Delta Training**

This course is designed for those who have prior understanding of the ISO 9001 or ISO 9002 standards

The purpose of this course is to provide auditors, quality managers, and business team leaders with a knowledge and understanding of principles and practices of auditing quality management systems to ISO 9001:2008. The course contrasts the differences in requirements between ISO 9001:1994 and ISO 9001:2008, relates the Eight Quality Management Principles to ISO 9001, and interprets the concepts and terminology of the new standard. The training promotes the process approach for planning and conducting audits. The course is based on the final published ISO 9001:2008 International Standard (IS).

This online training course ISO 9001:2K Delta Training (Part I) and the ISO 9001 Individual Studies course (Part II) available from QualityWBT Center for Education are approved as a "pair" by the Registrar Accreditation Board (RAB) for ISO 9001:2008 transition training for RAB-certified QMS auditors, during the transition period, which ended December 15, 2003. Taken together, the two courses cover all the transition training objectives set by the RAB National Accreditation Program (NAP) and IATCA. The certificate (for parts I and II) displays the RAB, IATCA and IACET approvals.

### **ISO/TS 16949:2009 Requirements from A to Z**

Anyone interested in implementing and maintaining an ISO/TS 16949 quality management system.

This course is based on the ISO/TS 16949 requirements portion of an RABQSA certified lead auditor class.

You get access to ISO 9000 (vocabulary standard) and more than 20 downloadable handouts, including an ISO/TS 16949 check. Students must apply what they learned by completion of an assignment for marking by an instructor.

### **Lean for Healthcare**

All employees, especially supervisory or management personnel will benefit from this course.

Lean projects cut through all levels of an organization. For the full commitment and participation in Lean Enterprise, an understanding of Lean concepts is important for the CEO, president, vice presidents, functional managers or other senior management, including quality and process improvement leaders. This web-based training concentrates on the key distinction between Lean and other performance improvement techniques-- how it views waste and the value stream that delivers products and services. Many organizations that tolerate waste do not realize that up 25% of their revenues are consumed by waste, and that each 10% reduction in wasteful activity can drop as much as 2.5% to their bottom line.

The healthcare and medical industries often employ processes that perform at less than optimal levels, thus creating many opportunities for improvement. By utilizing Lean principles, you can work towards creating effective and efficient environments throughout your company which, in turn, can lead to making significant advances in the quality of healthcare and medical services. If you apply these techniques properly, you will find that you are not only doing things right but that you are also doing the right things.

In addition, students will be able to access:

a comprehensive glossary

bibliographies

tools and templates for projects

healthcare case studies

statistical analysis application

Audio option for content included. You will have 180 days to access this course.

### **Lean Six Sigma Black Belt-Services Version**

Service-oriented industries such as financial services, distribution, retail, and many others.

Lean Six Sigma Black Belt for Service training teaches and prepares change agents and leaders within an organization to implement the principles, practices, and techniques of Six Sigma in order to achieve breakthrough business improvement results time after time.

Six Sigma methodology is a proven and systematic application focused on achieving significant financial results and increasing customer satisfaction. When properly deployed on carefully selected business projects, this methodology can lead to a significant reduction -- and in many cases, elimination -- of defects and out-of-control processes.

That translates into immediate -- and dramatic -- positive business results. This course is conducted in four 5-day sessions with approximately four weeks between sessions.

### **Lean Six Sigma Black Belt with Minitab**

Get the benefits of lean and Six Sigma with this course. Encompassing the Six Sigma DMAIC methodology with integrated lean content, you will learn how to use both systems together for even better bottom-line results. This version includes Minitab training.

You choose the examples you'd like to see in the training (traditional, services, healthcare, or financial services) as you cover the complete ASQ Six Sigma Black Belt Body of Knowledge in this online course. You will cover the Six Sigma DMAIC methodology with integrated lean tools and techniques, with all content available online in an asynchronous format. With a heavy practice orientation, as much as half of your time will be spent working through interactive practice exercises and online assessments. This course is designed to support Minitab® data analysis software (must be purchased separately), and also includes downloadable Excel® templates. Minitab support includes numerous interactive simulations of typical Minitab calculations.

### **Lean Six Sigma Green Belt**

Lean is integrated in this course while it teaches you to implement a wide variety of improvement techniques. You will learn to define improvement projects to satisfy the customer and reduce variability.

You choose the examples you'd like to see in the training (traditional, services, healthcare, or financial services) as you cover the ASQ Six Sigma Green Belt Body of Knowledge in this online course. Cover the Six Sigma DMAIC methodology with integrated lean tools and techniques, with all content available online in an asynchronous format. With a heavy practice orientation, as much as half of your time will be spent working through interactive practice exercises and online assessments. The course includes downloadable Excel® templates.

### **Lean Tools – 5S**

Everyone who needs to understand lean concepts.

5S stands for sort, straighten, shine, standardize, and sustain. It's based on the Japanese concept for housekeeping (seiri, seiton, seiso, seiketsu, and shitsuke). This process supports lean in its most basic form. Maintaining a simplified and streamlined work environment helps you eliminate waste on a personal level. From here, you can apply the concepts at process and organizational levels.

In this course, you'll learn about the benefits of 5S, and how to start a 5S process in your organization. "Action Plans" incorporated throughout the course keep you engaged you in the lesson and encourage you to think about how this method could impact your organization and job. When you're done, you'll have identified an area in need of change. And you'll have steps to make it a reality to improve process and productivity.

### **Lean Tools – 7 Wastes**

For full commitment and participation in lean, everyone needs to understand lean concepts. Reducing and eliminating waste is at the core of lean, so it's important that you know what the seven types of waste are. In this course, you'll learn what waste is and how to eliminate it. You'll also learn how to identify the waste in your organization and find ways to reduce it.

There will be several question pages that will prompt you to evaluate your current job, and translate what you are learning into actions for your company.

### **Lean Tools – A3 Reports**

For full commitment and participation in lean, everyone needs to understand lean concepts.

The A3 report is a concise document that provides the results problem-solving investigation and planning. In this course, you'll learn the origins of the A3 report and its benefits.

We'll go over each region of the report and provide tips on successfully completing the form. Learn how to create your own A3 for your project and organization. Use it to streamline communication and eliminate waste.

### **Lean Tools – Batch vs. Single Piece Flow**

For full commitment and participation in lean, everyone needs to understand lean concepts.

In this course, you will learn the differences between a single piece work flow and batch production. We'll show you the advantages and disadvantages for each using animated simulations to illustrate the processes.

Solutions through single piece flow production are explained with value stream mapping and other examples. This is useful information if you're seeking to reduce inventory and supply based on customer demand.

### **Lean Tools – Kaizen Blitz**

For full commitment and participation in lean, everyone needs to understand lean concepts.

Your lean improvement efforts don't have to be long, drawn-out affairs. The kaizen blitz is a focused, short-term project.

In this course, you'll learn the benefits of using a kaizen blitz in your organization. We'll also show the steps involved in planning and implementing an event. By the end of this course, you'll have the answers and tools you need to successfully create and execute your own process improvement planning session within your organization.

### **Lean Tools – Visual Controls**

All employees will benefit from this course as Lean projects encompass all levels of an organization

Use visual controls to easily identify errors and inefficiencies in your activities and processes.

In this course, you will learn what a visual control is, and how it can help control your work environment. We'll show you how to create visual controls to organize supplies, direct the flow of work, signal a need for inventory, and warn employees of danger.

### **Measuring and Managing Customer Satisfaction: ISO 9001 and Beyond**

Managers and quality professionals who need to assess, develop, or maintain customer satisfaction.

This course is designed to provide an understanding of how to measure customer satisfaction and manage a customer satisfaction system. It also shows how to use the customer satisfaction system to increase profits and revenues. You will discover what "customer satisfaction" really means and be able to write your own customer satisfaction plan. This course will help you ask the right questions of the right people in the right way at the right time and show you how to turn data into action. This course includes a desk reference that covers all lessons and the QualityWBT Glossary as PDF files. You will have 180 days to assess this course.

The course covers the three tools required by ISO 9001:2008: customer needs assessment, customer satisfaction surveys, and complaint systems.

### **Measurement System Analysis for Beginners: Know Measurement Error**

Auditors, managers, supervisors, audit program managers, quality/environmental managers, technicians

Use measurement systems analysis (MSA) to understand the error associated with measurement systems and their impact on making correct decisions. This is a great course for beginners, auditors, and managers to learn about measurement uncertainty and sources of error. It is ideal for those who need to know and practice MSA fundamentals. The course starts with describing measurement error, and methodically guides you to conduct or evaluate your own bias, linearity and stability studies. To complete the class, you'll demonstrate how to determine gage R&R (repeatability and reproducibility) for attribute and variables data. You'll also be able to gauge the extent and the source of variation.

The class includes examples of linearity, bias, and stability studies, and tools such as an Excel spreadsheet to record and determine gage R&R for attribute and variables data. Prior to enrolling, you should have a basic knowledge of descriptive statistics (calculate measures of central tendencies), variation and control charts, and access to a calculator. You will have 180 days to assess this course.

### **Measurement Systems Analysis**

Anyone interested in measurement systems and the fundamental analyses used to examine them.

Participants will learn about the various studies that can gauge the extent of variation within measurement results, and what the sources of the variation are. Sources of variation can be found by analyzing a measuring device's bias, linearity, stability, repeatability and reproducibility. You will have 180 days to access this course.

### **Measurement Systems Analysis Executive Overview**

Anyone interested in measurement systems and the fundamental analyses used to examine them.

Participants will learn about the various studies that can gauge the extent of variation within measurement results, and what the sources of the variation are. Sources of variation can be found by analyzing a measuring device's bias, linearity, stability, repeatability and reproducibility. You will have 180 days to access this course.

### **Metrology Applications for Engineers and Scientists**

Engineers and scientists interested in Metrology.

This course is designed to familiarize Engineers and Scientists with Metrology, the science of measurement. A quantitative analysis of design based on sound metrology principles will help engineers and scientists to design better products and services.

### **Mistake-Proofing**

Anyone interested in an introduction to the fundamental concepts of the mistake-proofing process.

Mistake-proofing is a powerful problem-solving technique that provides fast, accurate and effective solutions for most manufacturing-related problems. Its analysis methods can be used for all processes, whether they are technical or transactional. You will have 180 days to access this course.

### **Mistake-Proofing Executive Overview**

Anyone interested in an introduction to the fundamental concepts of the mistake-proofing process.

### **Process Auditing Techniques**

These techniques can be used by auditors who conduct internal, supplier, and certification audits.

This course is focused on methods and techniques to conduct successful quality, safety, and environmental process audits for assessment and verification purposes.

Participants will follow along a step-by-step process for utilizing process audit techniques during the preparation, investigation, evaluation, and reporting stages. A section on ISO 9001:2008 is included because of the standard style changes and management system design approach. However, the course is not specific to any performance standard but ISO 9001 example controls are used for convenience. This course includes a desk reference that covers all lessons and the QualityWBT Glossary as PDF files.

Students should have already completed a basic audit training class such as Internal Auditing Basics or be an experienced auditor.

## **Process Capability Analysis**

Anyone interested in the various types of process capability studies.

Process Capability is the process by which variation is studied. Process capability is generally thought about in terms of long-term variation. That is, the total inherent variation that can be expected from the process over a long period of time. Students will learn about the various types of process capability studies and the circumstances under which to choose one type of study over another. You will have 180 days to access this course.

## **Process Capability Analysis Executive Overview**

Anyone interested in the various types of process capability studies.

Process Capability is the process by which variation is studied. Process capability is generally thought about in terms of long-term variation. That is, the total inherent variation that can be expected from the process over a long period of time. Students will learn about the various types of process capability studies and the circumstances under which to choose one type of study over another. You will have 180 days to access this course.

## **Quality Function Deployment**

Anyone interested in the history, organizational benefits, and methodology of QFD.

This course provides an introduction to the history, organizational benefits, and methodology of quality function deployment (QFD). Participants will understand a four-phase QFD process, know how to calculate a phase I QFD matrix, and be able to determine the data necessary for moving into phases II, III, and IV in a QFD process. They will also learn the basics needed to design robust products and services, document process design strategies, and create control and maintenance strategies. This course consists of exercises, quizzes, a final exam, and a certificate of completion. A downloadable student workbook is included with examples of four-phase QFD projects, a set of blank QFD matrices, an example of how to use QFD methodologies for strategic planning (Hoshin planning), and a bibliography.

## **Quality Tools**

This program is intended for team members or individuals who need to identify and analyze challenges within their organization.

Participants become acquainted with a simple quality model - Deming's Shewhart Cycle - and then learn about tools to identify issues and to analyze problems.

The quality tools included are brainstorming, nominal group techniques, flow-charting, affinity diagrams, cause and effect diagrams, force field analysis, dot plots, tree diagrams, Pareto diagrams, scatter diagrams and prioritization matrices. Participants learn the definition for each tool, when to use it, how to use it, and specific guidelines and tips for applying these powerful, yet simple, quality tools.

This course includes interactive exercises, quizzes, Excel templates, a final exam, and a certificate of completion. Participants receive a downloadable workbook containing team building exercises, forms for team charters and responsibility matrices

## **Regression Analysis**

Anyone interested in Regression analysis.

Regression analysis provides a quantitative relationship between two or more variables that can be used for making predictions. This course covers the basic elements of performing and interpreting regressions. Students will learn how to choose the right sort of regression for different data sets, how to derive a regression from raw data, how to check to see if the regression accurately reflects the relationship in the data and how to make statistically relevant predictions from the regression. You will have 180 days to access this course.

### **Regression Analysis Executive Overview**

Anyone interested in Regression analysis.

Regression analysis provides a quantitative relationship between two or more variables that can be used for making predictions. This course covers the basic elements of performing and interpreting regressions. Students will learn how to choose the right sort of regression for different data sets, how to derive a regression from raw data, how to check to see if the regression accurately reflects the relationship in the data and how to make statistically relevant predictions from the regression. You will have 180 days to access this course.

### **Root Cause Analysis: Solve Problems by Eliminating Causes**

Anyone interested in solving problems by identifying and fixing their root causes.

A proven 10-point methodology that starts by defining a problem and takes you step-by-step to implementing system-wide solutions. Root cause analysis works because it eliminates your problem before it can occur. The course includes a step-by-step project that is fun and productive and results in tangible deliverables. The class is based on the very successful instructor-led class, titled Root Cause Analysis, utilizing the material and expertise of Duke Okes, a renowned knowledge architect and member of ASQ's faculty. The course consists of a series of lessons, illustrations, diagrams, examples, supplemental handout information, forms, interactive exercises, and quizzes. The handy Desk Reference and QualityWBT Glossary are included in the class. It will take you about 12 hours to complete the training. You will have 180 days to access this course.

### **Service Quality Measurement**

The Service Quality Measurement training is a road map to help you achieve your organization's service goals. In this course you analyze your own organization's service so you receive the practical tools you need and a plan for implementation.

Learn how to develop a service quality measurement system for your organization and have a road map specific to your organization upon completion of the course. You'll go through the entire process from assessing your current state to measuring, analyzing the results, and then planning appropriate improvements.

#### **Learning Objectives**

- Assess the organization's current state of service quality.
- Design and implement a service quality measurement approach and program.
- Design a measurement system and/or recommend improvements to an existing measurement system
- Analyze customer data.
- Use customer data analysis results to positively affect business results.

## **Six Sigma Yellow Belt**

Designed for a wide audience, this course provides a broad understanding of the continuous improvement methodology and basic tools of Six Sigma improvement processes.

You choose the examples you'd like to see in the training (traditional, services, healthcare, or financial services) as you work through this Six Sigma Yellow Belt online course. Understand the Six Sigma concepts and the define, measure, analyze, improve, and control process, along with a group of basic problem-solving tools. As you become proficient in all of the tools necessary to define, measure, analyze, improve, and control Six Sigma improvement projects, you will be prepared to play an important role as part of a Six Sigma improvement team.

## **SPC Basics-Online**

Operators and supervisors of manufacturing or transactional processes.

This course will teach you how to work on an SPC team to rid your process of special causes of variation and to avoid unnecessary adjustment to the process. The course explains methods for selecting which parameters to control and which type of control chart to use. You will have 90 days to access this course.

## **SPC Advanced-Online**

People in manufacturing or transactional processes who need more advanced SPC-related training.

This course will teach you how to assess process capability using both variables and attribute data. It also includes an overview of Design of Experiments (DOE), which provides an understanding of how to structure designed experiments and apply this understanding in planning and conducting DOEs. You will have 90 days to access this course.

## **SPC Comprehensive-Online**

Anyone interested in both SPC-TIP Basics-Online and SPC Advanced-Online

This course combines all of the content from SPC-TIP Basics-Online and SPC-TIP Advanced-Online. You will have 90 days to access this course.

## **Statistical Thinking: An Introduction**

Anyone operating in a decision-making environment.

Statistics consists of information, exercises, and knowledge quizzes geared towards more advanced problem solving. This course will provide a review and introduction of basic statistical methods. You will have 180 days to access this course.

For the examples, this course will utilize the Microsoft's Excel 'Analysis ToolPack' Add-In. Any statistical software can be used for the analysis.

## **SWOT (Organizational Strengths, Weaknesses, Opportunities & Threats) Analysis**

Anyone interested in an analysis of an organization's strengths, weaknesses, opportunities & threats

Be part of a successful SWOT team! To reach a desired level of success, every organization must be able to use its strengths and learn from its weaknesses.

Students will use the entire analysis process, from conducting an Environmental Scan to using the powerful matrix model TOWS (Threats, Opportunities, Weaknesses, and Strengths), in order to determine ideal organizational strategies.

Participants receive an online workbook that serves as reinforcement for the future and as a comprehensive template for conducting a SWOT Analysis. You will have 90 days to access this course.

### **TS 16949 Introduction**

This class applies to organizations in the automotive industry.

The course is designed for personnel who need to understand the scope of the new requirements in TS 16949, who are members of a team for transitioning to TS 16949 or who are developing a TS 16949 quality management system for the first time. Class deliverables include: A PowerPoint slide presentation that follows the class and a printable desk reference that includes all text. The PowerPoint slides can be used to present the overview portion of the class to others. You will have 90 days to access this course.

### **TS 16949 Introduction and ISO 9001 Transition Worksheet**

This class applies to organizations in the automotive industry.

The course is designed for personnel who need to understand the scope of the new requirements in TS 16949, who are members of a team for transitioning from ISO 9001:2008 or who are developing a TS 16949 quality management system for the first time. The class features a conversion from ISO 9001:2008 to ISO/TS 16949 worksheet to be used for transition project planning. Other deliverables include: A PowerPoint slide presentation that follows the class, ISO 9001:2008 Check

### **TS 16949 Introduction and QS 9000 Transition Worksheet**

This class applies to organizations in the automotive industry.

The course is designed for personnel who need to understand the scope of the new requirements in TS 16949, who are members of a team for transitioning from QS-9000 or who are developing a TS 16949 quality management system for the first time. The class features a conversion from QS-9000 to ISO/TS 16949 worksheet to be used for transition project planning. Other deliverables include: A PowerPoint slide presentation that follows the class and a printable desk reference that includes all text. The PowerPoint slides can be used to present the overview portion of the class to others. You will have 90 days to access this course.

### **Voice of the Customer**

Anyone in a product or service development endeavor.

In any product or service development endeavor, listening to the Voice of the Customer is critical to how well market needs are met. This course covers the basics of how to gather customer data and the different methodologies needed to analyze customer input. Participants will gain an appreciation of the importance of understanding the customer needs, in the customer's own words.

This course consists of exercises, quizzes, a final exam, and a certificate of completion. A downloadable workbook includes numerous forms to make the initial contact with customers more effective. It includes a

customer selection matrix, demographic surveys, phone scripts, contact letters, 95 customer focus group questions, sample interview guides, competitor analysis forms, environmental mapping sheets, data validation forms, and a bibliography.

## **PUBLIC/ONSITE COURSES DESCRIPTIONS**

### **16 Hour ISO 9001:2008 Lead Auditor Training**

This course prepares you to apply proper interpretation of the ISO standard to real life audit situations. You'll manage the audit process including opening meetings, auditing, closing meetings, and reporting.

This RABQSA-certified course meets the training requirements for RABQSA Quality Management Systems Lead Auditors, Auditors, and Provisional Auditors with ASQ CQA status. This course makes extensive use of activities and case studies to help you fully understand the requirements of auditing to the ISO 9001:2008 standard. Lecture time is held to a minimum providing you time to learn and then practice your newly acquired skills in real-life audit situations that assure that you are prepared to conduct effective audits.

### **AS9100 Lead Auditor Training**

Learn how to conduct audits in the aerospace industry. This course teaches you to understand the elements that comprise a quality system and learn how to assess compliance with AS9100 and ISO 9001 from the industry experts.

Learn how to assess compliance with AS9100 and ISO 9001 from the industry experts. Based on the ISO 9001 RABQSA Certified QMS Lead Auditor training course, this interactive version fulfills the AS9100 and ISO 9001 requirements for quality management systems. Discussions and workshops reinforce key topics including documentation audits, auditor interpretations, opening and closing meetings, checklists, listening and questioning techniques, and nonconformance reports.

### **ASQ's Quality 101**

Quality tools enable you to accomplish change and manage improvement across your organization. This course teaches concepts like the seven basic quality tools to improve processes and increase your organization's operational efficiency.

Quality is everyone's responsibility. ASQ's Quality 101 course is designed to meet organizational needs for foundational quality knowledge and competency. It helps organizations introduce to their workforce a common understanding and foundation for achieving excellence through the quality assurance, control, and improvement concepts that foster process performance and customer excellence.

This course can be adapted by incorporating company-specific content to reinforce a company's own approaches to these quality practices.

Participants will increase their expertise in the practices and principles of quality improvement, including learning about PDCA, improvement teams, and various quality tools. All concepts presented in this facilitated course are introduced, supported, and expanded in six modules, which can be used on-the-job as reference tools.

Quality 101 satisfies Section 6.2 human resource requirements and provides documentation for ISO 9001:2008, TL9000, TS 16949, and AS9000 standards that cover competence, awareness, and training. It can also help prepare individuals for the Quality Improvement Associate (CQIA) certification exam and can be used to introduce quality concepts and terminology to non-quality practitioners involved in Six Sigma initiatives.

## **Baldrige in Nonprofit and Government Sectors: Building Your Path to Performance Excellence**

Not-for-profit and public sector organizations seeking an understanding of the Baldrige criteria.

Better, faster, cheaper. Does the private sector have a 'corner on the market' for performance excellence? Can the nonprofit and public sectors truly compete with global Fortune 500 companies or those that are considered world-class performers? The answer is resoundingly 'Yes', by using the proven Baldrige performance excellence criteria. Participants will be introduced to the entire Baldrige process by demonstrating interactively why and how this management framework can be applied today across-the-board in nonprofit and government agencies within the United States and internationally.

## **Baldrige Self-Assessment for Higher Education**

College and university presidents, vice presidents, business managers, directors of finance, etc.

This two-day, instructor-led course is targeted primarily at post-secondary institutions. The course objectives include (1) identifying the benefits of applying the Baldrige criteria, (2) applying the Baldrige values, principles and criteria, (3) conducting a Baldrige-based self-assessment and (4) recognizing the value of creating a culture of continuous improvement within educational institutions. Course activities include large and small group discussions, interactive exercises and completion of a sample self-assessment.

## **Baldrige-Based Approach to Organizational Learning and Development**

No Child Left Behind legislation and increased community expectations place increased accountability demands on K-12 educators. These demands require improvement strategies capable of dramatically improving organizational performance. To meet these expectations, the K-12 education community needs a practical method for a systems approach to continuous improvement.

This course prepares you to lead a user- friendly implementation of the Malcolm Baldrige Criteria to improve district, school, and classroom performance. You'll exit with strategies for completing a baseline organizational assessment, a tool for systems alignment, and a Baldrige-based step-by-step implementation architecture.

This is an excellent foundation for districts interested in developing a Baldrige Award application. The course is also perfect for districts committed to a systems approach to improve organization and student performance.

## **Black Belt/Quality Engineering Statistics**

Anyone preparing to take the ASQ Certified Six Sigma Black Belt or Certified Quality Engineer exams.

This course provides a solid foundation in statistical tools for people planning to participate in Six Sigma Black Belt training. The course can also be used as a refresher of statistical tools for the ASQ Six Sigma Black Belt exam or Certified Quality Engineer exam (where tools are common to both exam Bodies of Knowledge). This course also provides an overview of the statistical tools required for success as a Quality Engineer today.

Note: This is designed as an introductory course, so no prior knowledge of statistics is necessary, but a solid understanding of basic algebra and the ability to work basic algebraic formulas is required.

## **Building Software Quality Skills**

Anyone wishing to obtain a basic understanding of software quality practices and principles.

This course focuses on key software quality engineering skills included in the Body of Knowledge for ASQ's Software Quality Engineer certification program. This course provides you with a solid foundation in the key

knowledge and skills needed to ensure software quality. It includes the topics that were judged the most valuable by students of the five-day Software Quality Engineering course.

### **Certified Biomedical Auditor Exam Preparation**

Reinforce your understanding of the Certified Biomedical Auditor Body of Knowledge in preparation for the exam. This three-day course offers practice questions similar to the questions on the test, and was developed in cooperation with more than a dozen industry experts.

Thinking about or planning to take the Certified Biomedical Auditor (CBA) exam? Need a review and preparation course? Don't miss the Certified Biomedical Auditor exam prep course. Each day will focus on a separate section of the exam Body of Knowledge.

- \* Day 1 - Auditing Fundamentals, Auditing and Inspection processes
- \* Day 2 - Biomedical Quality Management System requirements
- \* Day 3 - Technical Biomedical Knowledge, Quality Tools and Techniques

This course is a refresher and is not intended to cover all components of the body of knowledge in great depth.

\*Note: Taking this course does not constitute nor imply the successful passing of the Certified Biomedical Auditor exam.

### **Certified Calibration Technician Refresher**

This course prepares you for the Certified Calibration Technician exam. It is intended for practitioners, metrologists, measurement engineers, calibration/test technicians, and anyone interested in obtaining the ASQ CCT certification.

Study content you'll need to prepare for the Certified Calibration Technician exam. Developed from ASQ's Certified Calibration Technician Body of Knowledge, this program emphasizes measurement uncertainty and its calculation, laboratory accreditation requirements, and measurement processes and procedures. The format of the course primarily consists of measurement theory discussions and the practices of calibration measurement

### **Cert Manager of Quality –OE Refresher**

Certified Manager of Quality/Organizational Excellence Refresher training is designed and developed by ASQ's Quality Management Division. The course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use, and highlights both multiple-choice and constructed response sample questions. Also, students will receive course materials and a copy of the Certified Manager of Quality/Organizational Excellence Handbook: Third Edition.

### **Certified Quality Auditor Certification Preparation**

This course is intended for experienced auditors. It will make you thoroughly familiar with the complete body of knowledge so you're prepared for all material on the CQA exam. Taught by a subject matter expert in an interactive setting, it includes a sample test.

### **Certified Quality Engineer Certification Preparation**

This course is intended for students who plan on taking the Certified Quality Engineer exam. It helps prepare you by focusing on the most difficult topics on the exam.

This course provides a very thorough overview of the reliability, acceptance sampling, and quantitative methods topics covered in the body of knowledge for the ASQ Certified Quality Engineer (CQE) exam. It is designed to teach these topics in particular since they are the topics most commonly failed on the CQE exam.

### **Cost of Quality – Finance for Continual Improvement**

The cost of quality is the price of the wasted resources your company suffers when it is not operating at top efficiency. Sometimes the amount of unnecessary expenses can cost as much as 25 percent of your sales. Learn to use cost of quality concepts to manage business improvement and maximize the bottom line. Improve customer satisfaction, competitiveness, and financial performance by understanding the link between quality improvement and profits. Learn to select, manage, and strategically use cost of quality (CoQ) improvement projects within your organization. Surveys show a vast majority of companies either overlook or are unaware of the concept of CoQ. Quality costs (actual plus hidden) can amount to a large proportion of sales, often 25 percent or more. Learn to successfully use CoQ to help strategically manage your improvement projects with bottom-line results.

### **Customer Supplier Partnerships - An Introduction**

This course is for anyone developing a new customer-supplier program or updating an existing one.

Make a dramatic impact on customer satisfaction levels: boost quality, profits, and market share with customer-supplier partnerships.

### **Design of Experiments**

Quality managers, engineers, SPC coordinators, consultants, R&D personnel, product/process engineers

Success is no accident with design of experiments (DOE)! A strategically planned and executed experiment gives you a great deal of information about the effect on a response variable due to one or more factors. You'll get the basics of DOE from this course - scientific method, steps for designing and conducting effective experiments, and statistical and graphical tests for significance. You'll also learn to set up, conduct, and analyze two-level factorial designed experiments. After this course, you'll be able to identify what factors impact quality and what you can do to improve.

### **Effective Communication Skills for Consultants**

Internal and external consultants; anyone who wants to understand communication principles  
This course (also offered virtually) is part of our series designed for new consultants and consultants-to-be. It will help you develop and leverage the communication skills you need to succeed. Strong communication skills are more important than ever in this world of rapidly changing business and customer demands. You need to communicate the value of quality initiatives to your clients and prospective clients, but how do you go about improving these skills? Emotional Intelligence principles, self-awareness, self-management, social awareness, and relationship management provide the basis for this virtual course. We'll explain these concepts, and give you exercises to practice them. Self-assessments help you determine what you need to do to improve. You will develop your own personalized improvement plan that applies the principles learned.

### **Excellence in 8 Dimensions-Aligning Strategy, Measures and Service with Customer Priorities**

Executives and change leaders wanting to achieve business growth, strategic outcomes, and innovation

This workshop provides a powerful, elegantly simple framework with new tools for improving organizational performance and customer success simultaneously. The content integrates and transcends practices such as Lean, Six Sigma, ISO 9000 and traditional process-focused quality management. Your instructor, Robin

Lawton, teaches you a new mindset and Voice of the Customer tools that are perfectly suited to everyone in a knowledge-intensive enterprise. You will apply the 8 Dimensions framework to your real work, connecting strategy, customers, measures and daily work in a way management and employees all understand. Get enlightened, inspired and equipped for results!

### **Failure Mode and Effects Analysis (FMEA)**

Anyone trying to identify and reduce risk.

Gain a working knowledge of the FMEA process as it is applied to product, process, or system. References ISO 9001, and TS 16949 standards. FMEA is a critical step in the development of a new product or in the modification of existing products. FMEA identifies potential modes of failure. It indicates their relationship to product design or manufacturing process and their effects, if known, on the end use of the product. This systematic approach parallels, formalizes and documents the mental disciplines that an engineer normally goes through in any design process. We will discuss FMEA history, methods, types, responsibilities, documentation, implementation, and software. There are no prerequisites for this course. It is an introductory tool used for preventive action. \*Taking this course does not constitute or imply the successful passing of an ASQ certification examination

### **How to Use ISO 9001 to Reduce the Risk from Sarbanes-Oxley**

Quality managers, operations managers, internal quality/environmental auditors, risk managers

Without a doubt, the Sarbanes-Oxley law (SOX) is the single most important piece of legislation affecting corporate governance, financial disclosure and the practice of public accounting since the U.S. securities laws of the early 1930s. Passed in response to recent corporate financial scandals (at Enron, WorldCom, and other organizations) the law means that the CEOs and CFOs of public companies must now certify their organization's financial statements. The risks in these regulations that top management often worry about include an organization's highly outsourced supply chains, government-mandated environmental requirements, the effects of homeland security on the timely supply of materials and the delivery of finished product. The regulations mandate a system of internal controls to provide the management of these risks. Failure may mean civil suits or even jail time. This one-day workshop will explain how elements of the Sarbanes-Oxley law can be supported by the effective management and auditing of QMS and EMS systems. It will show how the requirements of ISO 9001:2008 (and ISO 14001:2004) support the system of internal controls mandated by the regulations, and how the QMS and EMS audits can be combined with internal financial audits to reduce the risks to an organization. Case studies will be presented and a panel discussion will close the workshop.

### **ImpaQT Leadership Coaching for Organizational Excellence**

Senior level educational leaders within K-12 school districts

This course is an advanced educational leader coaching experience designed to create organization excellence, including superior levels of student achievement, staff and stakeholder satisfaction, exceptional change management and process management, and exemplary system performance. It is referred to as an advanced educational leader coaching experience because the emphasis for participants is to create opportunities to critique current practices that accelerate a district's journey to organizational excellence. The underlying premise is that senior leaders must be systems thinkers if their school district is to achieve organizational excellence. These materials, examples, and experiences describe what that means and how to do it. This training does not guarantee a certain level of performance, but it will provide materials and methods that will increase organizational performance to the point of excellence as defined by the Baldrige criteria. These materials are designed to integrate with the basic ASQ ImpaQT classroom, school, and district training programs, although those courses are not prerequisites to this training. This is not quality tools training, although appropriate application of various quality tools is explained.

## **ImpaQT Training(TM) for the Classroom**

K-12 teachers will benefit, regardless of where they are in their continuous improvement efforts.

Use continuous improvement tools and techniques to increase your students' ownership, engagement, accountability and self-evaluation. The use of these quality methods clarifies expectations, aligns efforts and improves communication between students, teachers and parents.

ASQ's ImpaQT Training allows you to explore these methods and techniques. ImpaQT Training for the Classroom is a two-day on-site training program that lays the foundations for quality in the classroom and structured continuous improvement.

The training focuses on more than just identifying quality tools, approaches and techniques. It gives you the opportunity to engage these approaches and identify how you can implement them in your classroom. You'll demonstrate and explore how each technique is part of an overall approach designed to create, develop and enhance your continuous improvement environment.

Learn how to teach your students to take control of their learning and perform self-assessments. Establish achievement expectations for teachers, students, and parents. Use continuous improvement tools as part of an overall approach designed to create, develop and enhance student achievement.

## **ImpaQT Training(TM) for Districts**

District-level leaders including superintendents, directors, principals, and school board members.

ASQ's ImpaQT Training for the District provides a framework for continuous improvement in your school district. This course is specifically for superintendents and other district-level leaders with all levels of experience in quality/continuous improvement and its function in strategic planning.

In this two-day training, you'll learn to promote a systems-thinking approach to align key indicators at the district, school, and classroom levels. You'll also build a strategic plan that gathers input from critical stakeholders. You'll use the Plan-Do-Study-Act (PDSA) cycle and other quality tools to identify key indicators from strategic objectives and to measure the success of these objectives. You'll identify leadership success factors and focus on the importance of developing action-oriented, collaborative learning communities that support change and improvement initiatives over time.

## **ImpaQT Training(TM) for the School**

Building principals, leadership teams, and classroom teachers.

ASQ's ImpaQT Training for the School provides a framework for continuous improvement within your school. It doesn't matter whether your leadership team is experienced, is new to quality, or has varying levels of knowledge about school improvement.

In this two-day training, teachers and administrators learn to align student goals, classroom goals, and school goals while building a measurable school improvement plan (MSIP) that involves key people and processes. Participants practice using quality tools and techniques to develop the school improvement plan and the action plan to deploy the MSIP in your school. Leadership teams will also discuss the role of training in school improvement and will learn effective professional development practices to improve student performance.

Teams will use the Plan-Do-Study-Act (PDSA) cycle to work toward measurable goals and will learn techniques to sustain changes over time.

## **Implementing ISO 14000**

Assist your organization in designing and implementing an ISO 14001 Environmental Management System (EMS) that meets the growing needs and requirements for an EMS. This two-day course is designed to demonstrate, in practical terms, how an Environmental Management System within an organization can be leveraged to meet emerging marketplace requirements contained in ISO 14001 and help your organization gain a marketing advantage while meeting regulatory requirements. (Two-day course)

## **Implementing and Auditing an ISO 9001:2008 Quality System**

This course, designed for ISO program managers, is a complete summary of the ISO 9001:2008 standard. Topics include designing a process for implementing ISO, identifying business processes and quality metrics, and creating level I policy documents and level II procedures. You will use case studies to audit an ISO program and practice the stage 1 and stage 2 registration processes.

This course gives you a complete review of the ISO 9001:2008 standard that includes the process approach to business and the 14 implementation steps. You'll learn how to identify business processes and quality metrics, create level I policy documents and level II procedures, and examine the audit program management process with a case study. You'll also learn the new stage 1 and stage 2 registration processes.

## **Innovation... From Vision to Reality**

Anyone interested in creating new and innovative approaches to their work, people and processes.

You may have read about innovation, heard about innovation and maybe even tried to be innovative. But you may not truly understand the process of innovation. Innovation is not the result of a lone genius. It is a collaborative process where people from many different parts of the organization contribute to the creation and implementation of new ideas. Many of the world's most successful innovators, from Thomas Edison to choreographer Twyla Tharp, concede that you cannot force innovation - you have to develop it. That is, you can enhance your capacity to generate innovation, and adopt what Tharp calls the "creative habit". These creative habits are the foundation for a contemporary process that fosters innovation in the workplace.

In this course, you will engage in the process of creating, developing and implementing innovation. Test your innovations and identify strategies to ensure successful implementation. Gain knowledge in how to use the innovation process to improve your work processes, team interaction, organizational structures, etc. Apply this process directly to your own issues, concerns and opportunities. Leave this workshop ready to implement the innovations you develop. You'll find that the trick to innovation is not in the tools, but in knowing how to use the tools and through a process from idea generation to innovation implementation. You'll not only learn in this course, you'll leave with a project to implement upon returning to your organization.

## **Internal Auditing to ISO/IEC 17025**

This course prepares an internal auditor to clearly understand technical issues relating to an audit. You'll learn how to more effectively collect audit evidence and report your findings.

This course is designed to develop your understanding of auditing techniques against the ISO/IEC 17025:2005 requirements.

## **Internal Auditor Training for AS9100**

Professionals who will conduct or participate in internal audits in the aerospace industry.

Learn the necessary background to develop, implement and audit an internal quality system that meets the requirements of ISO 9001:2008 and AS9100. This internal auditor course includes workshops tailored to the

aerospace industry and discussions of AS9100 Quality management systems-aerospace requirements. Hands-on workshops reinforce the methods and techniques discussed.

Note: This course is presented by an RABQSA-certified course provider in association with ASQ. Please note this course is not RABQSA certified.

### **Internal Auditor Training for ISO 13485:2003 (RABQSA Certified)**

Learn to develop and implement an internal quality system that meets the requirements of ISO 9001:2008 and ISO 13485. This course will help you prepare for an audit and effectively manage your resources. You'll understand how to close out an audit and conduct follow-up surveillances.

This training course satisfies the requirement for RABQSA's QMS Internal Auditor Registration Scheme. Learn the necessary background to develop, implement, and audit an internal quality system that meets the requirements of ISO 9001:2008 and ISO 13485. This version of our RABQSA-certified QMS Internal Auditor course includes workshops tailored to meet the medical device industry and discussions of ISO 13485 medical devices' quality management systems requirements for regulatory purposes. Hands-on workshops reinforce the methods and techniques discussed. There is a one-hour exam on the last day.

### **Introduction to Quality Engineering**

Understand the fundamental concepts of quality management and ISO 9001:2008 programs so you can apply problem-solving tools to your job. You'll learn how the quality disciplines and basic SPC/statistics can enhance your engineering expertise.

Learn how the quality disciplines and basic SPC/statistics can enhance your engineering expertise with this introduction to quality engineering concepts.

### **Introduction to Quality Management**

This training is an introduction to continuous improvement that combines concepts from ASQ's Certified Manager of Quality/Organizational Excellence and Certified Quality Improvement Associate bodies of knowledge with the Malcolm Baldrige National Quality Award criteria.

This course is designed to provide participants with the quality management principles, techniques, tools, and skills for on-the-job applications useful in a wide range of businesses and organizations, including service, manufacturing, government, education, and healthcare. Although not designed as a certification refresher, this course will help seasoned professionals brush up on the key elements of QM.

### **ISO 9001:2008 Internal Process Auditing**

This three-day course provides auditor candidates with an understanding of the auditing process. Learn interviewing techniques, how to plan and execute an audit, including how to properly write reports and follow-up on findings. This course is structured to include role-playing, workshops, and a shop-floor audit. Participants will gain the skill and knowledge necessary to effectively carry out internal process audits of their company's quality management system. (Three-day course)

### **ISO 9001:2008 Internal Auditor Training**

This classroom course allows you to use your newly acquired skills in real-life audit situations. You'll apply the proper interpretation of the ISO 9001:2008 standard in actual internal audit situations.

This three-day classroom course is RABQSA certified and meets the training requirements for RABQSA QMS internal auditors. It makes extensive use of student activities and case studies to help you fully understand the requirements of auditing to the ISO 9001:2008 standard. Lecture time is held to a minimum, providing you time to learn and then practice your newly acquired skills in real-life audit situations. This assures that you are prepared to conduct effective audits. An exam is administered on the final day of training.

### **ISO 9001:2008 Lead Auditor Training RABQSA**

Understand the requirements of ISO 9001:2008 so you can conduct a successful audit. ASQ provides hands-on learning experience to prepare you for real life auditing situations.

This RABQSA-certified course meets the training requirements for RABQSA Quality Management Systems Lead Auditors, Auditors, and Provisional Auditors. Lecture time is held to a minimum, providing you time to learn and then practice newly acquired skills in real-life audit situations that assure that you are prepared to conduct effective audits.

If you satisfactorily achieve the required pass points for the written exam and the required minimum grading for the continuous assessment, you will receive a "Successful Completion" certificate to demonstrate that you have met the training requirement for individual QMS auditor certification by RABQSA.

### **ISO 13485 Lead Auditor Training**

Understand the elements that constitute a quality system, and the audit evidence necessary to comply with ISO 13485 requirements. The course includes hands-on workshops that allow you to replicate the working environment of the medical device industry. The curriculum will reinforce key topics critical to your success in this field.

This training course is an RABQSA-certified course and meets the training requirements for certification of individual QMS auditors, QMS senior auditors, and QMS lead auditors. Successful completion satisfies the training requirements for individual auditor certification by accrediting bodies such as IRCA and RABQSA.

With an emphasis on hands-on training, this course features workshops tailored to the working environment of the medical device industry. You will discuss a range of topics including ISO 13485 Medical devices—Quality management systems—Requirements for regulatory purposes, as well as ISO 9001:2000. Workshops reinforce key topics including documentation of audits, opening and closing meetings, auditor interpretations, listening and questioning techniques, checklists, and nonconformance reports.

### **ISO 14000 Lead Auditor Training (RABQSA Certified)**

Potential RABQSA-certified auditors and organizations working toward ISO 14000 registration

This RABQSA certified course meets the training requirements for RABQSA Environmental Management Systems Lead Auditors, Auditors, Environmental Auditors, and Provisional Auditors. This course makes extensive use of student activities and case studies to help students fully understand the requirements of auditing to the ISO 14000 standard. Lecture time is held to a minimum providing student's time to learn and then practice their newly acquired skills in real-life audit situations that assure that students are prepared to conduct effective audits.

### **ISO 22000:2005 Lead Auditor Training (RABQSA-Certified Examinations)**

Anyone planning or scheduling an audit program for ISO 22000 and anyone performing ISO 22000 audits.

This rigorous course makes extensive use of activities and case studies to help you fully understand the requirements of auditing to the ISO 22000:2005 standard.

Lecture time is held to a minimum, which provides time for you to learn and then practice your newly acquired skills in real-life audit situations. This ensures that you're prepared to conduct effective audits. The training aspects of this particular course help you prepare to take the RABQSA Certified FS, AU, and TL exams. There are 19 exams in all, totaling more than 18 hours during this program. These exams fall into two categories:

1. written exams and
2. "Show Me" exams, where you demonstrate competency to the examiner of the course.

Note: All attendees are required to have their own copy of the ISO 2200:2005 standard for this training course. These will not be provided for you. You can purchase an electronic copy of this standard from ASQ ([Item #T811E](#)). A hard copy version of the standard can be purchased from [ISO](#).

This Course is presented by AQS Management Systems, Inc. in association with ASQ. The program includes the administration of RABQSA Certified Examinations for Food Safety (FS), Auditor (AU) and Audit Team Leader (TL).

### **ISO/IEC 17025 Lead Assessor Training**

Want to learn better audit practices using the ISO/IEC 17025 standard? This course will prepare you to meet technical demands of the standard while providing practical exercises to aid comprehension.

This course is designed to enable you to develop a solid understanding of the ISO/IEC 17025 standard and be able to plan and lead an ISO 17025 audit.

### **Lean Bronze Certification Review Program**

The Lean Bronze Certification Review Program is an opportunity to incorporate a solid foundation of training and validation of knowledge and experience for your Lean Journey.

Sponsored by the Society of Manufacturing Engineers (SME), Association for Manufacturing Engineers (AME), The Shingo Prize for Operational Excellence, and ASQ, Lean Certification standardizes practices within organizations, regardless of size or industry.

This focused 2-day, instructor-led review session, prepares candidates for the Lean Certification Bronze-level exam. A combination of concept presentations, practice exams, worksheets development and discussion, and group question review is highlighted. Topics covered in the exam are reviewed by authorized Lean facilitators to help prepare you to take the Bronze-level Lean Certification exam.

Interactive groups review tactical Lean principles Lean practitioners in order to share ideas and solidify their knowledge about key Lean concepts. In addition, you will gain a better understanding of the portfolio requirements for the Bronze level. The result is better prepared, more focused participants who know what they need to have, in order to succeed at sitting for the Lean Bronze Certification exam.

Targeted at companies on lean journeys, and to lean champions and practitioners charged with facilitating those lean transformations, this event is appropriate whether you are preparing for a certification or are just looking to see how your knowledge stacks up to the certification's knowledge standard.

### **Lean Enterprise**

Lean Enterprise projects cut through all levels of an organization. Any employee will benefit.

In today's business environment, where global competition and constant price reduction demands from customers impact heavily on management decisions, Lean Enterprise concepts have helped companies to

remain competitive, innovative and profitable. "Lean" implementation results in enhanced cost and cycle-time reduction, customer satisfaction and standardized high quality. This two-day course will focus on Lean methods that can be used to minimize all forms of waste and maximize value for the customer. (Two-day course)

### **Lean Kaizen: A Simplified Approach to Process Improvement**

Kaizen and Lean projects cut through all levels of an organization. Any employee will benefit.

Are you looking for the best way to improve your cycle time, minimize customer response time and reduce unnecessary waste? Do you want to maximize your operational efficiencies to save money and precious resources? It's time to introduce Lean Kaizen to your organization.

Lean is a renowned methodology that eliminates all categories of waste to help maximize efficiencies. Kaizen means continuous improvement. Together, Lean Kaizen is a proven approach to continuously implement much-needed change and get rid of unnecessary waste. Apply the proven Lean Kaizen strategy within the scope of a larger Lean enterprise journey. Learn how the role of change management is important throughout the Lean transformation. Learn the steps to perform a Kaizen event through a blend of lecture, discussion, class exercises, and report-back sessions.

### **Lean Leadership Skills Workshop**

Team Leaders, Supervisors, Value Stream Managers, Trainers and Lean Facilitators

The 2-day workshop utilizes a Lean Leadership Inventory, which is an in-session assessment for participants to evaluate their present skill levels in eight different lean leadership competencies. The Inventory serves as a baseline for skills they will acquire in the course.

Based on this assessment, the Lean Leadership Skills workshop then helps participants by teaching and developing skills in these eight lean leadership competencies demonstrated by outstanding managers, supervisors, and leaders in lean manufacturing and service organizations:

1. Setting Direction - having a shared vision of a lean operating system with guiding principles, specific goals and a plan for implementing the lean system.
2. Standardizing and Improving Work Processes - assures that the work flow and leadership roles are standardized to support lean information and material flows.
3. Instilling Accountability - establishes lean measures and creates process ownership by continuously holding oneself and others accountable for the process and results.
4. Coaching - transfers knowledge, supports skill development and recognizes performance.
5. Empowering Individuals and Teams - delegates responsibilities along with the authority necessary for success and encourages employee participation in decisions making and meetings.
6. Building Alliances - reaches out and develops mutual expectations and cooperation with peers, customers and suppliers.
7. Managing Change - promotes innovation and enlists others in generating, initiating and sustaining change.
8. Modeling Lean Thinking and Behavior - champions lean operations by using lean thinking, language, tools and processes in day-to-day interactions.

### **Lean Six Sigma Black Belt Essentials for Financial Services**

Attendees typically include financial executives (VPs), operations managers, and quality managers.

Six Sigma Black Belts in Financial Services lead complex, cross-functional projects, driving improvements at every level of the organization. As a dedicated resource for resolving business challenges, you need to be equipped with all the critical tools. The delivered financial benefits of Black Belts who successfully complete

this training typically exceed \$250,000 in just the first year.

Lean Six Sigma Black Belt Essentials for Financial Services module teaches change agents and leaders within the sector how to implement Six Sigma techniques. These skills and leadership tools allow organizations to achieve significant operational productivity on a continual basis. In order to ensure long term success and sustainability, the course incorporates a change management component.

This course is two five-day sessions with approximately eight weeks between sessions. Investment in the Lean Six Sigma Black Belt program includes 10 days of classroom training by a skilled and highly experienced Master Black Belt instructor. Participants receive printed course manuals, three industry-specific case studies, and Six Sigma project documentation templates.

### **Lean Six Sigma Black Belt Training**

Get the benefits of lean and Six Sigma with this course. Encompassing the Six Sigma DMAIC methodology with integrated lean content, you will learn how to use both systems together for even better bottom-line results.

This four-week Lean Six Sigma Black Belt training teaches and prepares individuals to implement Six Sigma principles, practices, and techniques to achieve breakthrough business improvements for their organizations. The Lean Six Sigma methodology is a systematic application that can be applied in service-based, transactional, production-based, and healthcare environments and is focused on achieving significant business results and increased customer satisfaction.

### **Lean Six Sigma Black Belt Course**

Get the benefits of lean and Six Sigma with this course. Encompassing the Six Sigma DMAIC methodology with integrated lean content, you will learn how to use both systems together for even better bottom-line results.

You choose the examples you'd like to see in the training (traditional, services, healthcare, or financial services) as you cover the complete ASQ Six Sigma Black Belt Body of Knowledge in this online course. You will cover the Six Sigma DMAIC methodology with integrated lean tools and techniques, with all content available online in an asynchronous format. With a heavy practice orientation, as much as half of your time will be spent working through interactive practice exercises and online assessments. The design of experiments module uses EngineRoom® software (downloadable from the course) and downloadable Excel® templates.

### **Lean Six Sigma Executive Essentials for Financial Services**

Senior leaders who are considering a Six Sigma launch in their organizations.

This Lean Six Sigma Executive training is focused specifically on Financial Services and the challenges faced by this sector and related transaction support industries. It will help you decide whether Lean Six Sigma is the right path for you. The session will focus on addressing questions such as:

- "What is Financial Services Lean Six Sigma?"
- "How is it different from other methodologies?"
- "What will it cost me?"
- "What should I expect in return?"
- "How and where do I start?"

Just know that with extensive modification, early adopters of Financial Services Lean Six Sigma such as: Bank of America, Merrill Lynch and Vanguard to name a few, have leveraged the power of this methodology to create billions of dollars in operational cost cuts and up to 25% improved customer service rates. It is time to learn if this is the right fit for your organization.

## **Lean Six Sigma for Healthcare Executives**

Healthcare quality professionals who coach senior leaders in their roles as key strategist.

Has your organization attempted to reduce costs but only realized short-term results? Have patient care and ED throughput and capacity constraints become serious issues for your hospital? Using Lean Six Sigma, it is possible to significantly bring and keep costs down and improve patient care, throughput and capacity (including ED, surgery, discharge time of day) by 5 to 15 percent.

Lean Six Sigma is an innovative approach to reducing costs and optimizing throughput while maintaining or enhancing quality through the systematic removal of process waste and delays. Using real-life case studies, you'll learn about various cost reduction methods and how staff core competencies and organizational resources affect cost reduction. As a result of this program, you will be able to develop and implement a tailored action plan to quickly reduce your costs and sustain those reductions while improving quality and reducing medical errors. For those who will be attending this program, we recommend the following book: "Lean-Six Sigma for Healthcare: A Senior Leader Guide to Improving Cost and Throughput."

## **Lean Six Sigma Green Belt Essentials for Financial Services**

Attendees typically include financial executives (VPs), operations managers, and quality managers.

Learn the tools you need to manage risk and improve processes in your organization. This Lean Six Sigma Green Belt training focuses specifically on financial services and the challenges you face in this sector and related transaction support industries. Improvements resulting from this training typically led to average savings of \$30-40K in just the first year.

This LSSGB training avoids the complexity and information clutter of the traditional Green Belt training. It shows you only what our many years of experience indicate you'll need in your workplace. The training prepares change agents and leaders within financial services firms and companies that support them. It shows how to implement the principles, practices, and techniques of Lean Six Sigma in order to achieve breakthrough business improvement results time after time.

This course program integrates Six Sigma, lean and change management. The training features industry-specific case studies. Course Materials (provided by ASQ)

Investment in the Lean Six Sigma Green Belt program includes five days of classroom training by skilled and highly experienced Master Black Belt instructors. Participants receive printed course manuals, three industry-specific case studies, and Six Sigma project documentation templates.

## **LeanSigma® Fundamentals**

Managers at all levels of the organization, quality professionals, team leaders and members.

Lean and Six Sigma are recognized as the most effective business improvement tools for manufacturers. However, that's often where the confusion starts. "Can we or should we use them together? If so, how? Where? Which goes first? How will we know if we're doing it right?" LeanSigma®, a seamless integration of Lean and Six Sigma, is the answer. LeanSigma is today's most powerful method for reducing lead time and variation -- in one coordinated initiative. This course shows you how you can use this unique process to generate dramatic, sustainable improvement throughout your operations -- faster than ever before possible. LeanSigma can help you:

- Reduce inventory 90% or more.
- Cut lead-time from weeks to days.
- Drive down defects by 50% or more.
- Increase productivity 25-50%.

\*TBM Consulting Group, Inc. is sole licensee of LeanSigma®, a registered service mark of Maytag Corporation.

### **Managing and Leading in a Six Sigma World**

This course provides you with a comprehensive experience that will enable you to become a high functioning and effective leader in a Six Sigma environment. Each important Six Sigma leadership function is examined and specific actions presented that will enable you to meet your obligations as a Six Sigma leader and address overall OD issues.

Whether your role is a supervisor supporting a Six Sigma effort, a mid-level manager serving as a Six Sigma Champion or providing resources to a Six Sigma project team, or a senior level executive providing direction and support for the Six Sigma effort this training is for you.

### **Measuring Process and Organizational Performance**

Want to improve the performance of your company? This course provides you with the metrics and tools to help you analyze and measure your processes. A balance of lecture, discussion, practice, and case studies allows you to gain insights into your own situation.

This two-day course presents a process for selecting what to measure and specifying the “what” and “how” to create the appropriate metric for your organization and/or processes. This culminates with how to review, report, and act upon these metrics.

### **Practical Measurement Uncertainty**

Anyone interested in a practical approach to measurement uncertainty applications.

Whether you are a testing laboratory or calibrating in the electrical, physical/dimensional, or inspection areas, this course is for you! You'll learn a practical approach to measurement uncertainty applications. You will also understand the steps required, the accepted practices, and the two practical types of uncertainties needed by competent accredited laboratories

### **Process Capability**

Manufacturing engineers, quality engineers, SPC coordinators, quality managers, process engineers

This software-based course presents the two disciplines that cover the subject of process capability: the total capability of a stable process such as is captured by popular capability indexes (Cpk, Six Sigma, z-score); and the design and analysis of nested experiments, the purpose of which is to break the total capability into its component parts (test repeatability, reproducibility, part-to-part and various short-term and long-term sources). For maximum benefit, attendees should have a working knowledge of means, standard deviations and control charts. Familiarity with SPC is a requirement.

### **Process Validation for Medical Device**

Quality managers, quality engineers and quality technicians involved in the development and manufacturing of medical devices; Professionals directly involved in meeting the FDA's quality system requirements.

Medical device manufacturers need to perform process validation(s). The reasons are two-fold: satisfy FDA requirements (although, that alone would be a sufficient reason), and ensure BUSINESS SUCCESS! Attend and learn the principles and application of successful process validation. Whether you are new to process validation or want to refine and improve your existing program-you will benefit from this informative, practical

seminar. You will learn how the current FDA regulations, interpretations and guidelines affect you and how to develop a validation program consistent with compliance and business success.

### **Quality Basics**

ASQ's Quality Basics course is designed to meet organizational needs for basic quality awareness and competency. An introductory course, ASQ's Quality Basics helps organizations build a foundation for excellence by providing participants with an overview of quality concepts. This half-day course can be adapted using company-specific content to reinforce a company's own quality practices. This course satisfies Section 6.2 human resource requirements and provides documentation for the new ISO 9001:2008, TL9000, TS 16949, and AS9000 standards that cover competence, awareness, and training.

For audiences that require more in-depth knowledge of fundamental quality practices, ASQ's Quality 101 training course provides the next level of understanding and competency.

### **Quality 101**

Quality tools enable you to accomplish change and manage improvement across your organization. You will learn how concepts like the seven basic quality tools can improve processes and increase your organization's operational efficiency.

Quality 101 is a basic-level training program that introduces quality concepts and tools to audiences new to quality. Attendees learn about both the principles and practical applications. The modular and user-friendly format lets them customize the learning sequence to suit their requirement. Practical examples and case studies tie the content to the workplace and interactive exercises and pre- and post-tests help learners track their progress.

### **Reliability Engineering**

Designed for practicing engineers, this course focuses on teaching you to increase product reliability. The course covers such topics as model product failure times, analyzing data to determine reliability characteristics, and other general data driven decisions to insure a reliable product.

This instructor-led, classroom-based course delivers tools that will help you recognize and use the proper probability distribution to model product times to failure. You will learn how to analyze life data to determine reliability characteristics and to achieve reliability improvement of a product. You will also learn about reliability testing for determining and demonstrating a reliability value, and design procedures that are necessary to ensure a reliable product.

### **Root Cause Analysis**

Don't put a bandage on a problem; fix the issue permanently. Root cause is the fundamental, underlying reason for a problem. This course allows you to identify the cause of a problem, solve it, and prevent it from occurring again. This saves your organization time, money, and resources.

This course will enable participants to understand root cause analysis as a procedure for ascertaining and analyzing the causes of problems in an effort to determine what can be done to solve or prevent them. Consisting of lectures, practice, and role-playing, this course is designed to provide attendees with an in-depth understanding of how to analyze a system to identify the root causes of problems.

## **Service Quality Measurement: Analyzing**

NOTE: combined series also available as a single self-paced E-Learning course. See under E-Learning description and pricelist.

This is part of ASQ's series on Service Quality Measurement. The series includes modules on planning for measuring service quality, efficiently and effectively measuring service quality, analyzing service quality data and writing surveys to collect Service Quality data. You made the effort to collect data from your customers, now what? Turn your customer data into action items. Capitalize on your strengths. Eliminate your weaknesses. Analyzing begins with understanding the tools you will need to analyze the data you have. You'll then learn how to link the data to your organization's goals and objectives to drive business results. Finally, you'll learn how to plan for and implement improvements to your system. Use your organization's information to create your own 'case study', and have practical 'next steps' to improving your planning process.

As a prerequisite, please bring examples of actual reports, surveys, etc. from any quality service measurement program you might have such as:

- Call center data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data

## **Service Quality Measurement: Measuring**

Anyone involved in service quality, customer service, sales, or marketing

Measuring your customer satisfaction and loyalty validates your organization's approach to meeting and exceeding customer expectations.

This is part of ASQ's series on Service Quality Measurement. The series includes modules on planning for measuring service quality, efficiently and effectively measuring service quality, analyzing service quality data and writing surveys to collect service quality data.

Customer loyalty means everything to your business. You need to make sure your service quality meets and exceeds expectations. Where do you start?

Measuring your customer satisfaction and loyalty validates your organization's approach to meeting and exceeding customer expectations. You'll begin by defining satisfaction and loyalty. Then you'll learn how to measure them with surveys, interviews, and other listening posts. You'll use customer segmentation to meet diverse customer needs, and tie it all back to your organization's strategic goals and objectives.

You'll use your organization's information to create your own case study, and develop practical next steps to improve your measurement approaches.

As a prerequisite, please bring examples of actual reports, surveys, etc. from any quality service measurement program you might have such as:

- Call center data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data
- Customer care data
- Complaint data
- Employee and customer satisfaction and loyalty data

### **Service Quality Measurement: Planning**

Anyone involved in service quality, customer service, sales, or marketing.

This is part of ASQ's series on Service Quality Measurement. The series includes modules on planning for measuring service quality, efficiently and effectively measuring service quality, analyzing service quality data and writing surveys to collect Service Quality data. Customer loyalty means everything to your business. You need to make sure your service quality meets and exceeds expectations. Where do you start? Planning begins with assessing your organization's current state. Once this is identified, the course moves into how to drive business results with your measurement systems. Finally, you'll move into planning for and implementing improvements to your measurement system. You will use your organization's information to create your own 'case study' and have practical 'next steps' to improving your planning process.

As a prerequisite, please bring your organization's:

1. Mission, vision, and values statements
2. High-level strategic plan
3. Organization chart
4. Process map/flow of one of your organizational processes

### **Six Sigma Executive Training**

Anyone involved in the deployment of Six Sigma in their organization.

The Executive Team communicates and directs a company's overall objectives towards a successful and profitable Six Sigma deployment. This one-day training program includes a copy of Leading Six Sigma and all course materials.

### **Skills for Success for the Management Representative**

ISO System Implementers, Management Representatives, Corporate Quality and Site Quality Managers.

ISO 9001 and other international standards require the appointment of a management representative who is responsible for overseeing the implementation of the company's system, interfacing with the third-party registrars and reporting on the system's effectiveness to management. Many newly appointed management representatives need to develop the skills necessary to support the organization and drive continual improvement.

The Skills for Success for the Management Representative course is an intensive, three-day program that provides new Management Representatives with the tools they need to succeed. It is also an excellent opportunity for seasoned Management Representatives to sharpen their existing skills. Those tasked with helping their organizations achieve their initial certification will also find the course extremely valuable.

### **Software Auditing**

A 2-day or 3-day course designed to provide a comprehensive knowledge base and practical skills for anyone interested in implementing or improving Software Quality Auditing techniques and practices in their organization.

Information and skills taught in this course are presented in both a lecture and an interactive format. Actual examples from the software industry are utilized to make the information relevant. Throughout this course, learned skills are practiced using interactive, team exercises and case studies. The case-study exercises in this course can be tailored to evaluate actual processes from your organization. This requires partnering with a subject matter expert from your organization and access to the selected process documentation. The

emphasis is on techniques that allow students to transition the skills learned in this course to their own work environment.

### **Software Configuration Management**

Anyone interested in implementing or improving SCM techniques and practices in their organization.

This course is designed to provide a knowledge base and practical skills for anyone interested in implementing or improving SCM techniques and practices in their organization. This course starts with an overview of SCM basics including definitions, a discussion of the benefits of SCM and an overview of the management of the SCM at the organizational level and the project/program level. There will be a discussion of SCM tools including guidelines for evaluating and selecting the right SCM tools for your organization. This course provides an overview of how to conduct functional configuration audits, physical configuration audits and in-process SCM audits. It also discusses aspects of software release management.

### **Software Functional Testing and Test Management**

Anyone interested in software functional testing, test planning and management practices and skills

This training course focuses on the practical "how-to" knowledge and skills needed to implement and improve functional software testing techniques and practices and software test planning and management. Information and skills taught in this course are presented in combination of lecture and interactive formats. Actual examples from the software industry are utilized to make the information relevant. Throughout this course, learned skills are practiced using interactive and team exercises. The emphasis is on techniques that allow the student to transition the testing skills learned in this course to their own work environments.

### **Software Quality Engineering**

This course is for software quality specialists and engineers wishing to obtain an understanding of software quality.

This course is designed to help improve your job performance and the quality of your company's software products. It is a broad course that addresses all of the body of knowledge area of the CSQE. It provides a thorough introduction for those new to software quality, as well as an opportunity to fill in any "blank spots" for experienced personnel. Knowledge of and/or work experience within the software quality assurance field is helpful but not required. Although not designed as a certification refresher, this course may help seasoned software quality professionals brush up on the key elements of CSQE

Course materials are designed to provide reference materials that can be utilized by the attendees long after the completion of the course. These materials include:

1. Student notes including copies of all presentation slides and annotated descriptive text.
2. Reference materials and Web sites to aid in directing further study.
3. Example solutions for all interactive and team exercises.
4. A detailed index and glossary to make referencing the course material easier.

### **Software Quality Engineering Refresher**

This five-day course is design to be an overview of ASQ's software quality engineering Body of Knowledge and act as a refresher for people taking the CSQE exam. This program also provides an excellent knowledge base and practical skills for anyone interested in implementing or improving software quality engineering techniques and practices in their organization.

Information and skills taught in this course are presented in both a lecture and an interactive format. Actual examples from the software industry are utilized to make the information relevant. Throughout this course, learned skills are practiced using interactive and team exercises. The emphasis is on techniques that allow students to transition the skills learned in this course to their own work environment.

### **Software Requirements Engineering**

Anyone involved in eliciting, analyzing, specifying, validating and/or managing requirements.

Software Requirements Engineering is a three-day course designed to provide a comprehensive knowledge base and practical skills for anyone interested in implementing or improving Software Requirements Development and Management techniques and practices in their organization. This course starts with an overview of software requirements basics, including definitions of terminology, a discussion of the importance of software requirements, an overview of software standards and models related to requirements and an introduction to the requirements engineering process. Course attendees will learn how to define the vision and scope of a software product and how to identify the product's stakeholders. The course will also discuss translating higher-level business and user requirements into software product requirements. This course includes an overview of the contents of various documents to specify requirements including a concept of operations document, software requirements specification and a data dictionary. Course attendees will learn to establish requirements baselines, perform requirements traceability and manage requirements change.

This course is taught through lecture and interactive discussion. Actual examples from the software industry are utilized to make the information relevant. Throughout this course, learned skills are practiced using team exercises and case studies. For on-site courses, these exercises and case studies can be tailored to include actual examples from your organization in order to make the training even more relevant to your environment. The emphasis in this course is on techniques that allow the attendees to transition the skills learned in this course to their own work environments.

### **SPC Implementation**

Roll up your sleeves for hands-on learning and practice with SPC (Statistical Process Control) (SPC) tools such as Pareto analysis, and CpK (process capability index); the course includes the collecting and analysis of data for statistical distributions, and control charts for variables and attributes. (Two and a half day course).

### **Strategic Quality Planning**

Anyone involved in directing/coordinating an organization's continuous improvement & quality efforts

Your organization, whether it is private, public or not-for-profit, faces a continuous barrage of requests to improve quality. Your front-line staff is quickly thrown into quality training workshops to improve the management of quality. Management attends quality sessions to acquire the latest strategy. Everyone is exposed to Six Sigma, Lean, process management, quality awards and so on, but the complaints continue.

Are these the right strategies? Do you even know what problem you need to fix? This workshop will move you beyond quick fixes and into solutions that lead to quality management strategies. You will engage in exercises, discussions and lectures on what quality means. You will learn to develop quality standards and create a quality vision, and then translate that vision into a series of strategies. This highly interactive session uses a lecture, discussion and team format. It is case driven and uses examples from many different organizations. You will learn the process for developing strategic quality plans, and actually apply it to real quality issues and develop strategies to better plan these. The outcome is measurable, as you can take these strategies back to your workplace and execute them immediately.

## **Systematic Problem Solving for Sustained Improvements with Quality Tools**

Are you prepared to be a part of continuous improvement (CI) in your organization? All CI programs and many standards require a corrective action/improvement process. This two-day program focuses on the concepts, quality tools, processes, and practices you need to apply a fact-based problem-solving process/tools, teamwork, consensus-building, and on-the-job application you need to succeed!

## **Systematic Problem Solving for Sustained Improvements with Quality Tools -- Healthcare Applications**

Any organization using continuous improvement and corrective-action systems.

Are you prepared to be a part of continuous improvement (CI) in your organization? All CI programs and many standards and accreditation bodies require a corrective action/improvement process.

This two-day program focuses on the concepts, quality tools, processes and practices you need to apply a fact-based problem-solving process/tools, teamwork, consensus-building and on-the-job application you need to succeed. It is a foundation for the Baldrige Award, necessary for JCAHO, and a requirement of ISO 9001:2008. Problem-solving skills are needed for performance excellence.

## **The Business Side of Quality: Using Your Quality Management System to Manage Your Business**

This class is designed to encourage transforming the traditional ISO Quality system from a departmental function to an integrated business management program. Used as a tool for top management, the 2000 revision of the 9001 standard holds several keys to the boardroom door. This class offers business-minded relevance and visibility to the quality professional in search of those keys.

## **Transitioning to an ISO/TS 16949:2002 Quality Management System**

Anyone responsible for transitioning a QS-9000 quality management system to a TS 16949:2002 QMS.

This course is designed to provide a complete review of ISO/TS 16949:2002 and the steps to adopt and implement an ISO/TS 16949 quality management system. Gain an understanding of customer-oriented processes (COPs), relationship of processes to procedures and the major changes to internal auditing. You will be able to develop the new policies, procedures and process maps needed to meet the requirements of ISO/TS 16949:2002.

## **Understanding and Implementing AS9100C**

Want to make your organization more cost effective? This course will help transition your organization to the AS9100 quality management system. This hands-on course will help you develop a project plan for your organization, and a communication plan to explain it to managers and executives.

This course is designed for people who need implement AS9100 within their organization. Participants will understand the requirements and the implications for their organization and will acquire tools that will help them accomplish this goal. Participants will understand and interpret the AS9100 requirements and the implications for their organization. Learners will acquire tools that will enable them to understand the obligations directed or implied within the AS9100 requirements, develop project plans including timelines and assigned responsibilities for specific tasks, and proceed with their projects on a timely and effective basis. This is a hands-on course with each learner walking away with deliverables that are intended to begin an AS9100 project.

## **Using Control Charts to Interpret Healthcare Data**

Quality managers, quality team facilitators, consultants, anyone preparing for a JCAHO audit.

This two-day seminar will cover the use of statistical process control for healthcare, focusing on the use of control charts to understand and improve processes. It assumes no prior knowledge of statistics and will use the text *Statistical Process Control for Health Care*, Duxbury Press, 2002, written by the seminar presenters. Easy examples will be done by hand to show the participants what is being done and large examples through the use of case studies from healthcare will be analyzed via computer with the students using Statit Express software which is provided with the seminar.

## **BLENDING COURSES DESCRIPTIONS**

### **Leading Lean Teams in Healthcare**

Learn to lead lean improvement teams to create a safer environment for your patients. Using an actual project from your organization, you will learn to reduce medical errors and decrease potentially harmful delays in patient care.

Create a safer environment for your patients. Use lean to reduce medical errors and decrease potentially harmful delays in patient care.

You'll get immediate results from instruction combined with practical, hands-on experience. Learn about lean tools and apply them to improve workflow. Learn tactics to lead a team through a kaizen event. Practice those skills by leading a team on the lean event of your choice.

This is a blended course, combining instructor-led virtual, classroom training, and one-on-one coaching. It requires less travel and less time away from work and family. It provides expert advice at critical junctures of the event.

### **Lean Six Sigma Black Belt — Blended Format**

Lean Six Sigma blended format training provides flexibility – combining interactive and on-demand web-based learning with instructor-led classes, support and coaching. Save on travel time and expense while getting “hands –on” advice for your project work.

Learn the sophisticated management and analytical skills needed to implement Lean Six Sigma. Whether you are from Healthcare, Service, or Manufacturing, you customize this program according to your industry. Learn the skills, tools, and techniques to deliver break-through business improvements and cost reductions and prepare for the world-recognized ASQ Six Sigma Black Belt certification.

### **Lean Six Sigma Green Belt for Healthcare — Blended Format**

Anyone interested in service-oriented processes typically found in healthcare industries.

Develop a comprehensive set of Six Sigma Green Belt skills. This Lean Six Sigma Green Belt course focuses the Define-Measure-Analyze-Improve-Control (DMAIC) approach to process improvement on service-oriented processes typically found in healthcare industries. These processes include facility operations, insurance, medical device manufacturing, and financial administration, to name a few. The Green Belt body of knowledge includes techniques for both quantitative and non-quantitative analysis, as well as the team leadership skills

necessary to get projects across the goal line. The lean enterprise content includes techniques for waste reduction and process acceleration.

Use this course for Green Belt training or as preparation for the ASQ Six Sigma Green Belt certification exam. Numerous case studies and examples present the DMAIC methodology in healthcare, service, business process, and manufacturing applications. Selected lean enterprise and system dynamics concepts integrate with Six Sigma in this course, including value stream mapping, Takt time, line balancing, standardized work, continuous flow, Little's law, kaizen, quick changeovers, and pull scheduling. The course design has a heavy practice orientation, so you spend half of your time working through interactive practice exercises and online assessments.

### **Lean Six Sigma Green Belt for Service — Blended Format**

Service-oriented industries such as financial services, distribution, retail, and many others.

Develop a comprehensive set of skills that will allow you to function effectively in a service environment as a Six Sigma Green Belt. This Lean Six Sigma Green Belt course focuses the Define-Measure-Analyze-Improve-Control (DMAIC) approach to process improvement on transactional service processes. These processes are typically found in service-oriented industries, including facility insurance, healthcare, mortgage lending, and banking; or in administrative functions common in corporate operations. The Green Belt body of knowledge includes techniques for both quantitative and non-quantitative analysis, as well as the team leadership skills necessary to get projects across the goal line. The lean enterprise content includes techniques for waste reduction and process acceleration.

This course is designed to provide an understanding of the Lean Six Sigma Green Belt areas of knowledge. The course can be used for Green Belt training or as preparation for the ASQ Green Belt certification exam. The DMAIC methodology is presented with numerous case studies and examples drawn from service and business process applications. Selected lean enterprise and system dynamics concepts are integrated with Six Sigma in this course, including value stream mapping, Takt time, line balancing, standardized work, continuous flow, Little's Law, kaizen, quick changeovers, and pull scheduling. The course design has a heavy practice orientation, so you spend half of your time working through interactive practice exercises and online assessments.

### **Lean Six Sigma Green Belt — Blended Format**

Lean is integrated in this course while it teaches you the define, measure, analyze, improve, and control methodology using case studies from several industries. You will learn to define improvement projects to satisfy the customer and reduce variability. Blended courses offer the flexibility of online and in-person sessions.

Learn the sophisticated management and analytical skills needed to implement Lean Six Sigma. Whether you are from healthcare, service, or manufacturing, you customize this program according to your industry. Learn the skills, tools, and techniques to deliver breakthrough business improvements and cost reductions and prepare for the world-recognized ASQ Six Sigma Green Belt certification.

Develop a comprehensive set of Six Sigma Green Belt skills by focusing on the define, measure, analyze, improve, and control (DMAIC) approach to process improvement. You'll learn techniques for both quantitative and non-quantitative analysis as well as techniques for waste reduction and process acceleration.

### **Blended ISO 9001:2008 Lead Auditor Training (RABQSA Certified)**

Understand how to analyze audit results and interpret ISO 9001:2008. This course will teach you how to manage the audit process, including opening meetings, auditing, closing meetings, and reporting.

This course makes extensive use of activities and case studies to help you fully understand the requirements of conducting effective audits to the ISO 9001:2008 standard. This course is presented as a two-part blended learning training class that combines the elements of ISO 9001:2008-specific sessions in a Web-based online environment, followed with a face-to-face, instructor-led class to develop the skills and competencies required of a QMA lead auditor.

### **ISO 14001:2004 Lead Auditor Training (RABQSA Certified)**

Anyone interested in ISO 9001 requirements.

This certified Lead Auditor course blends independent web-based learning with face-to-face classroom instruction. It is offered in two parts. You must pass the web-based portion by the classroom registration deadline before you can take the classroom training. Compared to the traditional five-day classroom training, this blended learning alternative offers cost savings, more effective knowledge-based training, convenience, and less time away from your home and job.

#### **WEB-BASED PORTION**

Complete the web-based training at your own pace. It is approximately 24 hours, and explains the requirements of the ISO 14001 standard and how to interpret them. You will learn about the ISO 14001:2004 registration process, requirements for auditor certification, what the roles and responsibilities of audit participants are, and how to evaluate management system documentation. The extensive use of student activities and case studies helps students fully understand the requirements of auditing to the ISO 14001 standard.

The web-based training gives you online access to ISO 14001 standards and more than 20 downloadable handouts, including an ISO 14001 checklist, a student textbook, study slips, a before-class assessment, and after-class objectives. The class consists of a series of lessons, illustrations, diagrams, interactive exercises, and quizzes. You will also complete eight online tests and an online assignment. This assignment demonstrates that you understand how to apply what you learned in the web-based portion of the class. You may use your notes for the online tests, and you will have ample time to answer the questions. You have 90 days to complete the web-based training.

### **Design for Six Sigma (DFSS)**

Anyone with direct responsibilities for overseeing research and development of product and process.

Design for Six Sigma (DFSS) is a business process focused on improving profitability. This is a structured, risk-management approach to product and process development. Properly applied, it generates the right product at the right time at the right cost. By applying key Six Sigma tools through a rigorous methodology, Six Sigma performance can be built into new products and processes right from the start. Meant as an enhancement and not a replacement of your new development process, this blended course provides the framework, tools and processes that deliver a proven, superior approach to developing a new product or service from inception to production sign off. Some experience with statistics and statistical process control is helpful: Six Sigma Green Belt level is more than adequate. If some participants do not have this experience, they will rely more heavily on the support of classmates and the instructor.

This blended courseware is designed to deliver the foundations of DFSS through three webinars. These webinars are prerequisites to the week-long, instructor-led classroom training. You will need to use Adobe Flash Player 9 to view the webinars. If you have a higher version of the player, the recording will not play. You may also need to download Mozilla Firefox as some customers are having problems viewing the old archived webinars using Internet Explorer.

## **ISO/TS 16949:2009 Lead Auditor Training - Blended Format**

Anyone interested in the requirements of the ISO/TS16949 standard, and how to interpret them.

This certified Lead Auditor course blends independent Web-based learning with face-to-face classroom instruction. It is offered in two parts. You must pass the Web-based portion by the classroom registration deadline before you can take the classroom training. Compared to the traditional five-day classroom training, this blended learning alternative offers cost savings, more effective knowledge-based training, convenience, and less time away from your home and job.

### **Web-Based Portion**

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Complete the Web-based training at your own pace. It is approximately 20 hours, and teaches the requirements of the ISO/TS16949 standard, and how to interpret them. You will learn how to apply these quality management systems requirements to your specific situation, how to analyze audit findings, and how to determine conformances and nonconformances against the requirements and more.

## **Statistical Process Control (SPC) for Utilities**

Anyone in the utilities industry working in operations, operations support, and/or process owners

This blended course will help you understand the role and application of Statistical Process Control (SPC) to improve business performance. It offers self-paced learning on the concepts of SPC and then puts you in a virtual workshop where you'll get to work with real data and an industry expert. There will be a strong utilities industry operational focus in the workshop portion of this course. You'll bring your own data to the workshop to learn, and more importantly, to take back to your organization and begin realizing some of the benefits of using SPC.

- Participants must complete the web-based portion of the course with 80% or higher prior to attending the course
- SigmaXL will be used in the workshop. A free 30 day trial download of the software (DON'T download until right before the workshop!) can be found here: <http://www.sigmaxl.com/SigmaXL%20Information.html>. Review the control chart section of the manual

## **WEBINAR DESCRIPTIONS**

### **Effective Problem Solving through Innovative Solutions (TRIZ)**

Quality improvement is critical for an organization's growth, profitability, customer satisfaction and competitiveness. Enhance your quality improvement toolbox with a method that provides a systematic approach to quality problem solving and to the development of innovative solutions. This presentation focuses on TRIZ -- the Russian acronym for the Theory of Inventive Problem Solving.

Even if you determine the actual root cause of the problem, very few tools give you guidelines for developing of corrective solutions. In contrast, TRIZ offers a structured methodology with a better organized and more robust approach to the new generation of non-traditional, innovative and breakthrough solutions. TRIZ is a method that enhances the solution development stage.

TRIZ makes your problem analysis and innovative problem solving more effective by offering time-efficient and low-cost quality improvement solutions. TRIZ can be used for quality problem formulation, determining ideal vision of solutions, selecting directions for innovation, developing solution concepts, and evaluating results.

### **Seeking Sustainable Success - An Organizational Opportunity**

Quality professionals, technical experts, thought leaders, and anyone from all types of organization

Seeking Sustainable Success-An Organizational Opportunity (part 2 of 4) explores the business mission of social responsibility and sustainability. It begins with corporate strategies and cascades through the operations of the company. We explore financial return on investment, the benefits of corporate action, and the feasibility of long-term financial impact through sustainability performance.

Learn how other organizations benefit from establishing socially responsible practices through case studies and examples.

Quality guru, Genichi Taguchi drew a direct connection between quality and social responsibility when he said that a product or service demonstrated good quality if its production and use caused little to no harm to society. This session also draws that correlation between how quality applications like continuous process improvement, Six Sigma, lean, and operations research positively contribute to the sustainability and social responsibility mission of the organization.

### **Starting an Innovation Project**

Team Leaders, Managers, and Team Participants who are problem solving or designing new offerings.

You know that your organization needs to be innovative in today's global economy, but you're struggling to get started. Start at a business strategy level, and identify what is changing in the marketplace. Determine how those changes affect customers (not how they affect the organization).

You'll learn how to start, maintain, and complete your innovation project. First, create a sense of urgency and focus on a critical product or market that shows a decline.

This webinar shows you how to create the innovation team and the stages the team will work through in its project. Importantly, it shows the linkages that need to exist between the team and the organization. Keeping your team motivated means getting an early success. To keep the team moving forward, you'll need to share successes with people in your organization.

The project timeline shows that the stages of finding the opportunity and the conceptual solution are conducted in a "loose" mode. Then you select the preferred solution, develop it, and get the solution to market - all conducted in a "tight" mode. We'll identify the tools the team uses at each of these levels.

### **The Cost of Poor Quality**

This Webinar is about a term that is widely used but widely misunderstood. Cost of quality isn't the price of creating a quality product or service. It's the cost of not creating a quality product or service. Every time work is redone, the cost of quality increases.

A cost of quality (COQ) system enables an organization to measure the impact of quality systems on business performance. Yet, in a study of 393 quality managers, fewer than 35% reported that they systematically tracked COQ. Reasons cited include lack of management support for quality costs, time and cost of tracking such information, lack of knowledge of how to track data, and lack of basic cost data.

### **GSA Price List**

ASQ is offering the federal government: **Basic Discount: 5%-27%**– Depending on Product

**Quantity Discount:** **1%** on any purchase equal to exceeding **\$100,000**  
**2%** on any purchase equal to exceeding **\$200,000**  
**3%** on any purchase equal to exceeding **\$300,000**  
**4%** on any purchase equal to exceeding **\$400,000**  
**5%** on any purchase equal to exceeding **\$500,000**

<b>ASQ Virtual Course Training Price List</b>	
<b>TITLE OF VIRTUAL COURSE</b>	<b>GSA PRICE</b>
After the Audit: Benefiting from the Audit Process	\$ 579
Applying Lean to Pharmaceutical Manufacturing	\$ 801
Consultant's Boot Camp	\$ 150
Corrective Action	\$ 579
Cost of Quality (COQ) Implementation	\$ 579
Defining & Achieving the ROI of Quality in Service	\$ 251
Developing High Performance Supplier and Partner Relationships	\$ 490
Effective Communication Skills for Consultants	\$ 490
Failure Modes and Effects Analysis - Design	\$ 579
Failure Modes and Effects Analysis - Process	\$ 579
Getting Started with Lean Six Sigma in a Small to Midsize Enterprise	\$ 579
Guide to Process Improvement and Change	\$ 1,002
Implementing ISO 22000 and PAS 220 to meet the FSSC 22000 Audit Certification Scheme	\$ 700
Innovation Strategy - Taking the Right Risks	\$ 49
Integrated Quality Management	\$ 786
ISO 22000:2005 Food Safety Management System Requirements	\$ 599
ISO 22000:2005 Internal Auditor	\$ 1,103
ISO 13485:2003 Incorporating Key Requirements as a Quality Management System	\$ 603
Lean for Service	\$ 800
Lean Kaizen: A Simplified Approach to Process Improvements	\$ 579
Lean Six Sigma Champion	\$ 1,002
Lean Supply Chain Management	\$ 599
Measuring Process and Organizational Performance	\$ 800
Medical Device Export/Import	\$ 800
Paperless Calibration Compliance for National and International Standards and Regulations	\$ 499
Process FMEA (One-day)	\$ 599
Process Validation for Medical Device	\$ 599
Quality Fundamentals for Service	\$ 250
Risk Management for Medical Devices	\$ 471
Service Excellence Through Quality Practices	\$ 490
Six Sigma Black Belt Certification Preparation Virtual Course	\$ 1,808
Six Sigma Green Belt Certification Preparation	\$ 1,808
Supplier Management for the Medical Device Industry	\$ 801
Systematic Problem Solving for Sustained Improvements with Quality Tools-Virtual	\$ 579
The Case for Quality: Taking it to Management	\$ 490
Transitioning to ISO 13485:2003 Overview	\$ 599

<b>ASQ E-Learning Training Price List</b>	
<b>TITLE OF ELEARNING COURSE</b>	<b>GSA PRICE</b>
Auditing (CQA) 2004 BoK Additions Training	\$ 150
Auditing (CQA) Fundamentals I	\$ 150
Auditing (CQA) Fundamentals II	\$ 150
Auditing (CQA) Fundamentals III	\$ 150
Certified Biomedical Auditor Question Bank	\$ 89
Certified Calibration Technician Exam Prep	\$ 301
Certified Calibration Technician Question Bank	\$ 89
Certified HACCP Auditor Question Bank	\$ 89
Certified Manager of Quality/Organizational Excellence	\$ 561
Certified Manager of Quality/Organizational Excellence Question Bank	\$ 89
Certified Pharmaceutical GMP Professional Question Bank	\$ 89
Certified Quality Auditor	\$ 561
Certified Quality Auditor Question Bank	\$ 89
Certified Quality Engineer	\$ 561
Certified Quality Engineer Question Bank	\$ 84
Certified Quality Improvement Associate Question Bank	\$ 89
Certified Quality Inspector Certification Preparation	\$ 402
Certified Quality Inspector Question Bank	\$ 89
Certified Quality Process Analyst	\$ 402
Certified Quality Process Analyst Question Bank	\$ 84
Certified Quality Technician Certification Preparation	\$ 402
Certified Quality Technician Question Bank	\$ 89
Certified Reliability Engineer Certification Preparation	\$ 695
Certified Reliability Engineer Question Bank	\$ 89
Certified Six Sigma Black Belt	\$ 1,405
Certified Six Sigma Black Belt Question Bank	\$ 84
Certified Six Sigma Green Belt	\$ 599
Certified Six Sigma Green Belt Question Bank	\$ 84
Certified Software Quality Engineer Question Bank	\$ 84
Charting Process Behavior (SPC)	\$ 363
Concepts of Control Charts	\$ 382
Concepts of Control Charts Executive Overview	\$ 102
Continual Improvement Assessment (CIA)	\$ 160
Customer Service for the Frontline	\$ 171
Data Collection	\$ 362
Data Collection Executive Overview	\$ 102
Design for Six Sigma-Product	\$ 2,222
Design for Six Sigma-Service	\$ 1,677
Design of Experiments	\$ 700
Design of Experiments Executive Overview	\$ 110
Developing High Performance Supplier and Partner Relationships	\$ 251
Effective Problem Solving through Innovative Solutions (TRIZ)	\$ 50
eRCA™ (Root Cause Analysis)	\$ 131
Essential Skills for Team Leadership	\$ 35
Failure Mode and Effects Analysis	\$ 801
Failure Mode and Effects Analysis Executive Overview	\$ 102
FMEA for Beginners	\$ 130
Hoshin Kanri: Visual Strategic Planning	\$ 171

Identifying Environmental (ISO 14001) Aspects and Impacts	\$ 221
Improvement Tools & Techniques: Charts, Controls, Diagrams, Improvement Methods Sampling and Problem Solving	\$ 150
Internal Auditing	\$ 599
Internal Auditing Basics	\$ 150
Internal Auditing Executive Overview	\$ 102
Introduction to Measurement and Calibration	\$ 211
Introduction to Six Sigma	\$ 181
Introduction to Six Sigma — Financial Services Version	\$ 181
Introduction to Six Sigma — Healthcare Version	\$ 181
Introduction to Six Sigma — Services Version	\$ 181
ISO 13485 Requirements from A to Z	\$ 342
ISO 14001:2004 Requirements from A to Z	\$ 321
ISO 17025 Compliance	\$ 211
ISO 9001: 2008 Requirements from A to Z	\$ 321
ISO 9001:2008 Executive Overview	\$ 102
ISO 9001:2008 Transition Training: Be Prepared - Know the Changes	\$ 49
ISO 9001:2K Delta Training	\$ 160
ISO Lesson Guide: 9001 Made Easy	\$ 111
ISO/TS 16949:2009 Requirements from A to Z	\$ 321
Lean for Healthcare	\$ 1,204
Lean Six Sigma Black Belt	\$ 2,811
Lean Six Sigma Black Belt — Minitab Supported — Services Version	\$ 2,811
Lean Six Sigma Black Belt with Minitab	\$ 2,811
Lean Six Sigma Black Belt-Financial Services Version	\$ 2,811
Lean Six Sigma Black Belt-Healthcare Version	\$ 2,811
Lean Six Sigma Black Belt-Minitab Supported-Financial Services Version	\$ 2,811
Lean Six Sigma Black Belt-Minitab Supported-Healthcare Version	\$ 2,811
Lean Six Sigma Black Belt-Services Version	\$ 2,811
Lean Six Sigma Green Belt	\$ 1,904
Lean Six Sigma Green Belt - Financial Services Version	\$ 1,904
Lean Six Sigma Green Belt — Service Version	\$ 1,904
Lean Six Sigma Green Belt-Healthcare Version	\$ 1,904
Lean Tools – 5S	\$ 14
Lean Tools – 7 Wastes	\$ 14
Lean Tools – A3 Reports	\$ 14
Lean Tools – Batch vs. Single Piece Flow	\$ 14
Lean Tools – Kaizen Blitz	\$ 14
Lean Tools – Visual Controls	\$ 14
Measurement System Analysis for Beginners: Know Measurement Error	\$ 120
Measurement Systems Analysis	\$ 382
Measurement Systems Analysis Executive Overview	\$ 102
Measuring and Managing Customer Satisfaction: ISO 9001 and Beyond	\$ 160
Metrology Applications for Engineers and Scientists	\$ 321
Mistake-Proofing	\$ 382
Mistake-Proofing Executive Overview	\$ 110
Process Auditing Techniques	\$ 150
Process Capability Analysis	\$ 382
Process Capability Analysis Executive Overview	\$ 102

Quality 101	\$ 278
Quality Function Deployment	\$ 250
Quality Tools	\$ 262
Regression Analysis	\$ 362
Regression Analysis Executive Overview	\$ 102
Root Cause Analysis: Solve Problems by Eliminating Causes	\$ 262
Seeking Sustainable Success - An Organizational Opportunity	\$ 30
Service Quality Measurement	\$ 201
Six Sigma Yellow Belt	\$ 589
Six Sigma Yellow Belt — Services Version	\$ 589
Six Sigma Yellow Belt-Financial Services Version	\$ 589
Six Sigma Yellow Belt-Healthcare Version	\$ 589
SPC-TIP Advanced-Online	\$ 136
SPC-TIP Basics-Online	\$ 136
SPC-TIP Comprehensive-Online	\$ 227
Starting an Innovation Project	\$ 60
Statistical Thinking: An Introduction	\$ 321
SWOT (Organizational Strengths, Weaknesses, Opportunities & Threats) Analysis	\$ 110
The Cost of Poor Quality	\$ 50
TS 16949 Introduction	\$ 99
TS 16949 Introduction and ISO 9001 Transition Worksheet	\$ 119
TS 16949 Introduction and QS 9000 Transition Worksheet	\$ 119
Voice of the Customer	\$ 81

<b>ASQ Public Course Training Price List</b>	
<b>TITLE OF PUBLIC COURSE</b>	<b>GSA PRICE</b>
16-Hour ISO 9001:2008 Lead Auditor Training (RABQSA-Certified)	\$ 1103
After the Audit: Continual Improvement from the Audit Process	\$ 1,305
AS9100 Lead Auditor Training (RABQSA Certified)	\$ 1,607
ASQ Quality 101	\$ 1,305
Auditing for Improvement	\$ 1,195
Auditor/Lead Auditor Training for ISO 13485 (RABQSA Certified)	\$ 1,607
Baldrige in the Nonprofit and Government Sectors: Building Your Path to Performance Excellence	\$ 623
Baldrige Self-Assessment for Higher Education	\$ 902
Baldrige-Based Approach to Organizational Learning and Development	\$ 499
Black Belt Quality Engineering Statistics	\$ 1,798
Building Software Quality Skills	\$ 1,258
Business Process Management Orientation Workshop	\$ 327
Certified Biomedical Auditor Exam Preparation	\$ 1,204
Certified Calibration Technician Refresher	\$ 1,184
Certified Manager of Quality / Organizational Excellence Refresher	\$ 1,258
Certified Quality Auditor Refresher Training	\$ 1,002
Certified Quality Engineer - Exam Preparation Course	\$ 1,506
Cost of Quality: Finance for Continuous Improvement	\$ 912
Customer-Supplier Partnerships: An Introduction	\$ 1,103
Design of Experiments	\$ 1,281

Effective Communication Skills for Consultants	\$ 490
Excellence in 8 Dimensions	\$ 1,270
Failure Mode and Effects Analysis (FMEA)	\$ 1,281
Guide to Process Improvement and Change	\$ 1,103
Implementing and Auditing an ISO 9000:2008 Quality System	\$ 1,455
Innovation.....from Vision to Reality	\$ 1179
Internal Auditing to ISO/IEC 17025	\$ 856
Internal Auditor Training for AS9100	\$ 1,002
Internal Auditor Training for ISO 13485:2003 (RABQSA Certified)	\$ 1,053
Introduction to Quality Engineering	\$ 1,798
Introduction to Quality Management	\$ 1,798
ISO 14000 Lead Auditor Training (RABQSA-Certified)	\$ 1,506
ISO 22000:2005 Lead Auditor Training (RABQSA-Certified Examinations)	\$ 2,010
ISO 9001:2008 Internal Auditor Training (RABQSA Certified)	\$ 1,204
ISO 9001:2008 Internal Process Auditing	\$ 1,204
ISO 9001:2008 Lead Auditor Training (RABQSA-Certified)	\$ 1,607
ISO 9001:2008 An Overview	\$ 402
ISO/IEC 17025 Lead Assessor Training	\$ 1,405
Lead Auditor Training for AS9100 (RABQSA Certified)	\$ 1,607
Lean Enterprise	\$ 1,112
Lean for Service	\$ 1,002
Lean Kaizen: A Simplified Approach to Process Improvement	\$ 700
Lean Leadership Skills Workshop	\$ 1,103
Lean Bronze Certification Review Program	\$ 594
Lean Six Sigma Black Belt	\$ 10,069
Lean Six Sigma for Healthcare Executives	\$ 972
Lean Six Sigma Black Belt for Service	\$ 10,070
Lean Six Sigma Black Belt Training for Healthcare	\$ 10,070
Lean Six Sigma Green Belt	\$ 3,966
LeanSigma® Fundamentals	\$ 1,103
Managing and Leading in a Six Sigma World	\$ 720
Measuring Process and Organizational Performance	\$ 1,103
Mistake Proofing	\$ 610
Practical Measurement Under Uncertainty	\$ 982
Process Capability	\$ 1,505
Process Validation for Medical Device	\$ 579
Quality Basics	\$ 599
Reliability Engineering	\$ 1,798
Root Cause Analysis	\$ 1,281
Six Sigma Executive Training	\$ 902
Software Auditing	\$ 1,305
Software Configuration Management	\$ 1,204
Software Functional Testing and Test Management	\$ 1,281
Software Quality Engineering	\$ 1,909
Software Quality Engineering Refresher	\$ 1,909
Software Requirements Engineering	\$ 1,281
SPC Implementation	\$ 1,184
Strategic Quality Planning	\$ 1,002
Systematic Problem Solving for Sustained Improvements with Quality Tools	\$ 986
Systematic Problem Solving for Sustained Improvements with Quality Tools – Healthcare Applications	\$ 986

The Business Side of Quality: Using Your Quality Management System to Manage Your Business	\$ 599
The Case for Quality: Taking It to Management	\$ 660
Transitioning to an ISO/TS 16949:2002 Quality Management System	\$ 784
Understanding and Implementing AS9100C	\$ 1,002
Using Control Charts to Interpret Healthcare Data	\$ 801

<b>ASQ Blended Training Price List</b>	
<b>TITLE OF BLENDED COURSE</b>	<b>GSA Price</b>
Design for Six Sigma	\$ 3,521
Lean Six Sigma Black Belt – Blended Format	\$ 6,035
Blended ISO 9001:2008 Lead Auditor Training (RABQSA Certified)	\$ 1,144
ISO 13485 Lead Auditor Training (RABQSA Certified)	\$ 1,204
ISO 14001:2004 Lead Auditor Training (RABQSA Certified)	\$ 1,204
ISO/TS 16949:2009 Lead Auditor Training — Blended Format	\$ 1,204
Leading Lean Teams in Healthcare	\$ 2,211
Lean Six Sigma Green Belt for Healthcare — Blended Format	\$ 3,521
Lean Six Sigma Green Belt - Blended Version	\$ 3,521
Statistical Process Control (SPC) for Utilities	\$ 1,204

<b>ASQ Six Sigma Onsite Training Price List</b>		
<b>TITLE OF ONSITE SIX SIGMA COURSE</b>	<b>GSA Price Class Size (10 to 16) Per Person</b>	<b>GSA Price Class Size (17 to 30) Per Person</b>
Design for Six Sigma	\$2,720	\$2,720
Lean Six Sigma Black Belt	\$8,967	\$8,161
Lean Six Sigma Champion	\$2,015	\$1,612
Lean Six Sigma Executive	\$453	\$403
Lean Six Sigma Green Belt	\$2,670	\$2,468

<b>ASQ Onsite Training Price List</b>				
<b>TITLE OF ONSITE COURSE</b>	<b>GSA PRICE</b>			
	<b>Class Size (1-14)</b>	<b>Class Size (1 to 14) Additional Material Per Person</b>	<b>Class Size (15-24)</b>	<b>Class Size (15 to 24) Additional Material Per Person</b>
Baldrige in the Nonprofit and Government Sectors: Building Your Path to Performance Excellence	\$ 7,254	\$ -	\$ 7,254	\$ 225
Baldrige Self-Assessment for Higher Education	\$ 7,254	\$ -	\$ 7,254	\$ 225
Baldrige-Based Approach to Organizational Learning and Development	\$ 7,254	\$ -	\$ 7,254	\$ 225
Black Belt Quality Engineering Statistics	\$ 11,284	\$ -	\$11,284	\$ 425
Building Software Quality Skills	\$ 8,665	\$ -	\$ 8,665	\$ 325
Certified Calibration Technician Refresher	\$ 8,665	\$ -	\$ 8,665	\$ 325
Certified Manager of Quality / Organizational Excellence Refresher	\$ 8,665	\$ -	\$ 8,665	\$ 325
Certified Quality Auditor Refresher Training	\$ 7,254	\$ -	\$ 7,254	\$ 225
Certified Quality Engineer - Exam Preparation	\$ 11,284	\$ -	\$11,284	\$ 425
Cost of Quality: Finance for Continuous Improvement	\$ 7,254	\$ -	\$ 7,254	\$ 225
Customer-Supplier Partnerships: An Introduction	\$ 7,254	\$ -	\$ 7,254	\$ 225
Design of Experiments	\$ 8,665	\$ -	\$ 8,665	\$ 325
Effective Communication Skills for Consultants	\$ 3,627	\$ -	\$ 3,627	\$ 85
Excellence in 8 Dimensions	\$ 7,254	\$ -	\$ 7,254	\$ 225
Failure Mode and Effects Analysis (FMEA)	\$ 7,254	\$ -	\$ 7,254	\$ 225
FMEA, Design and Process	\$ 7,254	\$ -	\$ 7,254	\$ 225
Guide to Process Improvement and Change	\$ 9,672	\$ -	\$ 9,672	\$ 375
Implementing and Auditing an ISO 9000:2000 Quality System	\$ 8,665	\$ -	\$ 8,665	\$ 325
Innovation...From Vision to Reality	\$ 7,544		\$ 7,544	\$ 225
Internal Auditing to ISO/IEC 17025	\$ 8,665	\$ -	\$ 8,665	\$ 325

Internal Auditor Training for AS9100	\$ 8,665	\$ -	\$ 8,665	\$ 325
Internal Auditor Training for ISO 13485:2003 (RABQSA Certified)	\$ 8,665	\$ -	\$ 8,665	\$ 325
Introduction to Quality Engineering	\$ 11,284	\$ -	\$11,284	\$ 425
Introduction to Quality Management	\$ 11,284	\$ -	\$11,284	\$ 425
ISO 9001:2008 Internal Auditor Training (RABQSA Certified)	\$ 8,665	\$ -	\$ 8,665	\$ 325
ISO/IEC 17025 Lead Assessor Training	\$ 11,284	\$ -	\$11,284	\$ 425
Lean Enterprise	\$ 7,254	\$ -	\$ 7,254	\$ 225
Lean Kaizen: A Simplified Approach to Process Improvement	\$ 3,627		\$ 3,627	\$ 85
Lean for Service	\$ 7,544	\$ -	\$ 7,544	\$ 225
LeanSigma® Fundamentals	\$ 7,254	\$ -	\$ 7,254	\$ 225
Managing and Leading in a Six Sigma World	\$ 7,254	\$ -	\$ 7,254	\$ 225
Measuring Process and Organizational Performance	\$ 7,254	\$ -	\$ 7,254	\$ 225
Mistake Proofing	\$ 3,596	\$ -	\$ 3,596	\$ 85
Practical Measurement Uncertainty	\$ 8,665	\$ -	\$ 8,665	\$ 325
Process Capability	\$ 8,665	\$ -	\$ 8,665	\$ 325
Reliability Engineering	\$ 11,284	\$ -	\$11,284	\$ 425
Root Cause Analysis	\$ 8,665	\$ -	\$ 8,665	\$ 325
Skills for Success for the Management Representative	\$ 8,665	\$ -	\$ 8,665	\$ 325
Software Configuration Management	\$ 7,254	\$ -	\$ 7,254	\$ 225
Software Functional Testing and Test Management	\$ 7,519	\$ -	\$ 7,519	\$ 325
Software Quality Engineering	\$ 11,284	\$ -	\$11,284	\$ 425
Software Requirements Engineering	\$ 8,665	\$ -	\$ 8,665	\$ 325
SPC Implementation	\$ 8,665	\$ -	\$ 8,665	\$ 325
Strategic Quality Planning	\$ 7,254	\$ -	\$ 7,254	\$ 225
Supplier Auditing and Supplier Certification	\$ 3,627	\$ -	\$ 3,627	\$ 85
Systematic Problem Solving for Sustained Improvements with Quality Tools	\$ 7,254	\$ -	\$ 7,254	\$ 225
The Case for Quality: Taking It to Management	\$ 3,596	\$ -	\$ 3,596	\$ 85
Using Control Charts to Interpret Healthcare Data	\$ 7,254	\$ -	\$ 7,254	\$ 225

**ASQ Onsite Lead Auditor Training Price List -Registration Accreditation Board (RABQSA) Certification Requirements**

TITLE OF ONSITE COURSE (RABQSA CERTIFIED)	GSA PRICING		(11-20) Students	Additional Charge per Person above 11
	(5-10) Students	Additional Charge per Person above 5		
Auditor/Lead Auditor Training for ISO 13485 (RABQSA Certified)	\$9,068	\$180	\$14,508	\$360
ISO 14000 Lead Auditor Training (RABQSA Certified)	\$9,068	\$180	\$14,508	\$360
ISO 9001:2008 Lead Auditor Training (RABQSA Certified)	\$9,068	\$180	\$14,508	\$360
ISO 9001:2008 Lead Auditor Training (RABQSA Certified) – Blended Format	\$9,068	\$180	\$14,508	\$360
Lead Auditor Training for AS9100 (RABQSA Certified)	\$9,068	\$180	\$14,508	\$360
ISO 22000:2005 Lead Auditor Training (RABQSA-Certified)	\$9,068	\$180	\$14,508	\$360