

### Root Cause Analysis

Identifying barriers, causes, and the core of a problem, and changes needed to ensure it goes away ... forever

#### ☐ Failure Modes Effects Analysis (FMEA)

Determining what might go wrong, how often, and ease of detection, then, applying interventions to eliminate the risk

# ☐ Planning Manufacturing Processes Proper planning techniques for streamlining

## ■ Basic & Advanced Statistical Processes (SPC)

Monitoring and controlling processes through the use of statistical methods for minimizing or eliminating waste – Predicting what is likely to happen based on what has happened



### **ISO Standards**





#### ☐ ISO 9001:2008 Overview

Establish and update quality management systems (QMS); learn best practices of other product and service organizations

- ☐ ISO 9001:2008 Implementation
  Step-by-step process implementing ISO 9001:2008
- ☐ ISO 9001:2008 Process Audit Training Learn the ISO 9001:2008 "Process Approach"
  - ISO 14001 Implementation
     Tools to save money and be environmentally friendly
  - ISO 14001 Audit Training
     Audit your effects on the environment and cost cutting
  - TS 16949 Implementation
    ISO 9001:2008 with "teeth" for automotive
  - TS 16949 Auditing
     Audit practices taught for the automotive standard

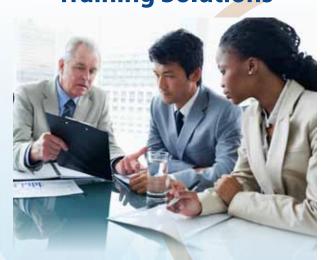
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## **Business Process Improvement**

Six Sigma/Lean/Quality
ISO Standards
Training Solutions



We find strengths and fill gaps with affordable, customized training solutions.



## Six Sigma/Lean/Quality



Training and consulting solutions using highly disciplined and proven strategies and processes to help companies reach measurable goals.

Beyond continuous improvement – innovation is a "must" to stay competitive and profitable.

☐ Six Sigma Breakthrough Methods

Implement impeccable quality products and/or services with proven bottom line results by identifying and minimizing variability in workplace processes

☐ Team Orientation Problem Solving (TOPS)

Building effective teams and fostering a problemsolving culture to identify, correct and eliminate recurring problems in a systematic way ☐ Theory of Constraints (TOC)

Discover time traps and how to clear the



■ Process Innovation

Beyond Continuous Improvement - A blend of Lean, Six Sigma, TOC, and TOPS

**□** Value-Stream Mapping

Finding time traps, complexities and impediments to process flow

■ Lean Manufacturing

Implement the Lean approach to eliminate waste, and to streamline both processes and systems

□ Lean Thinking

Applied to the office, healthcare or transactional environment

☐ Achieving Velocity Using Lean Methods
In manufacturing and service environments

☐ Workplace Organization through the Use of the Five S's and Visual Management

Reduce searching, bending, stooping and reaching. Provide what is needed, where it is needed, when needed.





■ How to Think About Data

Use performance metrics to improve Return on Invested Capital (ROIC) and shareholder value. Respond to statistical signals; avoid reacting to noise and thus creating additional variation.

- Quality Systems Documentation
  Properly document only what you need;
  less is more
- □ 8D

  Identify, correct and eliminate recurring problems

The Center for Business & Industry (CBI) offers training at our location or yours, whichever is most convenient. Our training center is equipped with personal computers in an environment conducive to learning. Alternatively, our Portable Application Lab is equipped with laptop computers, allowing us to bring the training to you.

