

Training Modules That Facilitate Goal Realization

Assessment/ Diagnostic Tools	Organizational Readiness	Implementation	Goal Attainment
<ul style="list-style-type: none"> • Business Case Development • Cost of Quality • Customer Satisfaction Surveys • Cycle Time Analysis • Data Focused Tools (e.g. Pareto Charts, SPC, Scatter Diagrams) • DOE (Design of Experiments) • FMEA (Failure Mode & Effects Analysis) • Focus Interviews • Interface Studies • Management Tools (e.g. PERT chart, decision tree diagram) • MSA (Measurement System Analysis) • Non-Quantitative Tools (e.g. Value Stream Mapping, Cause & Effect Diagrams) • QFD (Quality Function Deployment) • R&R (Roles & Responsibility) Charting 	<ul style="list-style-type: none"> • Coaching/Feedback/Counseling • Communication Strategy • Conflict Resolution • Developing a Team-Structured Environment • Facilitation Skills • Learning Organization • Managing Change • Meeting Effectiveness • Org Climate Instruments <ul style="list-style-type: none"> - LIFO - Myers Briggs - Mgmt Styles (e.g. DISC) • Organizational Design • Overcoming Resistance to Change • Working Within Team Dynamics 	<ul style="list-style-type: none"> • ABC (Activity Based Costing) • Benchmarking • CMM (Capability Maturity Model) • Concurrent Engineering • Defect Corrective/Preventive Action • Design for Manufacturability • Documentation Control (Work Proc) • ERP (Enterprise Resource Planning) • Internal Auditing • Kaizen • MRPII/Materials Mgmt • Measurements (Establish/Evaluate) • Presentation Skills • Preventative Maintenance • Problem Solving/Decision Making • Process Mapping • Project Mgmt/Gantt Charting • Shop Floor Control • SPC (Statistical Process Control) • Supplier Mgmt • TRIZ (Theory of Inventive Problem Solving) 	<ul style="list-style-type: none"> • ABM (Activity Based Mgmt) • Balanced Scorecard • Baldrige Award (National/State) • Constraints Mgmt • E-commerce • FDA's GMP Cert (Med Device) • Improved Metrics (e.g. sales, profits, market share, ROI) • ISO 9000 Based Registrations <ul style="list-style-type: none"> - ISO 9001:2000 (QMS) - ISO/TS 16949 (Auto) - AS/D1 9000 (Aerospace) - TL 9000 (Telecom) • ISO 14000 Environmental Mgmt System Registration • Lean Thinking/Enterprise • Mfg Techniques (e.g. Cell/Flow) • New Product/Service Development & Introduction • Post Merger Integration • Reengineering • Six Sigma • Supply Chain Mgmt • TQM (Total Quality Mgmt)

Foundation of All Change Management Efforts

Goal Specific