



Connecticut Quality Council Quality Management Certificate Program QMCP 2011-2012

A Comprehensive Five Part Program:

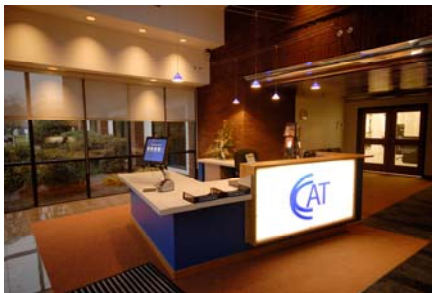
Principles of Quality Management and Leadership

Improvement of Team Leadership

Statistical Quality Methods

Integration of Lean Management and Quality Systems

Continuous Improvement Techniques



QMCP Schedule

Module 1: November 17-18

Module 2: December 5-6

Module 3: December 19-20

Module 4: January 5-6

Module 5: January 16-17

Sessions meet 9:00-4:30



Connecticut Center for Advanced Technology Inc.
Connecticut Quality Council
222 Pitkin St Suite 101
East Hartford, CT 06108
860-282-4299
www.ccat.us/cqc

"An excellent course covering a wide range of Quality Management skills and tools that are easily brought back to your organization"

The QMCP consists of a comprehensive series of modules that focus on the analysis and improvement of quality and performance. It has been successfully completed by personnel from service, health care, manufacturing, and governmental entities, as well as self-employed individuals. We at CQC take pride in our focus on keeping the program fresh and up to date and on the leading edge. If your goal is to learn how to manage quality in a practical and effective manner, this program will certainly meet your needs.

This five-module, ten-day program will address the specifics of listening to the Voice of the Customer (VOC) while learning solid skills that will allow you to improve your Quality Management practices. From statistical quality methods to communication empowerment, the curriculum will confirm your commitment to Total Quality and the ever changing world of continuous improvement. This workshop offers an engaging, interactive learning environment geared to anyone in a leadership position.

The Connecticut Center For Advanced Technology

The Connecticut Center for Advanced Technology, Inc. (CCAT) is a nonprofit corporation that serves as a unique economic development center of excellence for the region, state and nation. CCAT's mission is to provide services and resources to entrepreneurs and businesses and, through collaboration with industry, academia, and government, help companies innovate and compete, thereby strengthening our nation in the global market. We seek to be the "go to" resource for improving America's competitiveness and as the "best practices" partner for entrepreneurs and businesses with a technology focus. We deliver value-added programs efficiently and effectively, with a bold entrepreneurial spirit, and attract the best and brightest people to our collaborative culture and landmark facilities.

The Connecticut Quality Council

For over 20 years, CQC has been providing both traditional and experiential learning opportunities to a wide range of organizations. Our public workshops and private contract programs have established CQC as a valuable resource for high-value, cost-effective training and development for any organization seeking to formally improve its business operating processes.

Our experiential side draws on the strength of CQC's members to informally share their performance improvement initiatives and best practices. This combination of learning strategies has earned CQC a reputation for quality and service that is critically important in today's challenging business environment. CQC became a unit of The Connecticut Center for Advanced Technology in 2009

YOUR INSTRUCTORS

Dr. Edward D. Arnheiter is a Professor in The Department of Decision Sciences at Drexel University. Prior to this post, Dr. Arnheiter was an Associate Professor at the Rensselaer Polytechnic Institute's Hartford Campus. Before beginning his academic career, he spent eleven years in industry as a quality management practitioner, in both the defense sector and in consumer products manufacturing. He held key managerial positions with several major companies including: GE, Spalding Sports Worldwide, Titleist, and Foot-Joy Worldwide. Arnheiter received a Ph.D. in Industrial Engineering and Operations Research from the University of Massachusetts at Amherst

Mr. Robert Torrani has been actively implementing lean for 11 years at the enterprise level and has 35 years of diversified experience spanning aeronautical engineering, systems engineering, quality management, manufacturing operations, advanced manufacturing technology, and information technology. Bob's experience is with aerospace, defense, automotive, and commercial operations. Working with the MIT-USAF-Industry Consortium, Lean Aerospace Initiative, Bob co-authored the Transition-to-Lean Roadmap to shift operations from legacy to lean production. Bob started his career as a National Science Foundation fellow, in the field of aeronautics and astronautics. He holds a B.S. Degree in Aerospace Engineering and a M.S. in Aeronautics and Astronautics from the Polytechnic Institute of Brooklyn. His thesis on "Rarefied Nozzle Flow," resulted in his winning the American Institute of Aeronautics and Astronautics Award for Research Excellence. Bob is currently the Director of the Manufacturing and Supply Chain Initiative (MSCI) within CCAT (Connecticut Center for Advanced Technology). MSCI's mission is to strengthen our nation's small and medium-sized enterprises, to effectively compete in a more complex supply chain and gain advantage through both their individual and collective capabilities. MSCI is an integral part of National Center for Aerospace Leadership (NCAL), a multi-state consortium with the main goal of addressing critical needs of the aerospace and defense manufacturing supply chain.

Dr. Gary E. Rosentreter has extensive experience in organizational development and human resources. He was National Director of Organization Development at WellPoint Health Networks which employed over 40,000 people. Gary also has a significant background in the quality arena, having been responsible for several quality systems and process improvement implementations. He spent several years serving as the Executive Director of The Connecticut Quality Council. His primary interest is in helping organizations use intervention tools that focus on process improvement and the human side of change management to enhance their business results.

Gary has a doctorate in Education, with a focus on adult education. He has more than 27 years experience in the area of Organizational Development and Training. He has been responsible for the design and implementation of training and consulting programs to improve operations, enhance employee performance, increase retention, and reduce operating costs.



Quality Management Certificate Program Outline

Principles of Quality Management and Leadership - Dr. Edward Arnheiter

- History and evolution of quality management
- Quality philosophies and management gurus (including Deming, Juran, Imai, Ohno, Taguchi,)
- Defining Quality (Garvin's Eight Dimensions, etc.)
- Organizational design including union influence and issues
- Employee empowerment - including job enrichment and job enlargement
- Strategy development and deployment including benchmarking and competitive comparisons
- Metrics and goals
- Quality management tools
- Cost of quality and economics of quality
- Logistics and supply chain management

"THE QMCP is an excellent program and the instructors are top notch. I have been in the field of health care quality management for many years and found the program content to be extremely valuable and enjoyable too!"

Improvement of Team Leadership - Dr. Gary Rosentreter

- Types and functions of quality teams
- Developing a quality culture
- Building linkages, trust, ownership
- Ways to communicate empowerment
- Evaluating and selecting improvements
- Managing team conflict
- Effective meeting construction and skills

"The QMCP offered by CQC provides immediately useful techniques for managers who want to promote high quality in their organization. The instructors are experienced and well-informed. They present their information in a digestible way so that the students are able to capture and apply some complex, but truly valuable concepts. Well worth the time!"

Statistical Quality Methods - Dr. Edward Arnheiter

- Motivation for understanding the variation of process outcomes
- Basic statistical tools (run charts, histograms, and summary measures)
- Statistical quality methods (control charts, capability indices, scatter plots, Pareto charts)
- Implementation of statistical process control (SPC)
- SPC applications in health care, service, and administration
- Potential misapplication of statistics in quality management

Integration of Lean Management and Quality Systems - Dr. Edward Arnheiter

- Reviewing effectiveness of the quality system
- Information systems, including ERP
- The quality function mission
- Quality models
- Applications and quality management case studies
- Lean Management - Value Stream Mapping

"QMCP was a terrific program. I'd recommend it for any professional who has an interest in or is responsible for quality in their organization or company."

Continuous Improvement Techniques - Mr. Robert Torrani

- Six steps to process management
- Six key process manager concerns
- Tools & Terminology of Lean
- Elements of a Lean Business Model
- Planning & conducting kaizen events
- Process flow and analysis
- Identifying opportunities for improvement
- Finding root cause
- Implementing and managing change
- Holding the gains and poka yoke
- 8D Problem Solving & Customer Complaint Resolution

"Being in a service industry, I was concerned about content and its application. This program was packed with helpful information and tools!"

QMCP - Examinations, Attendance and Prerequisites

At the close of each module there will be a test administered in class. There will be a total of five tests during the program. Students are required to attend no fewer than eight sessions and complete all examinations in order to earn their certificate. Full details are available at www.ccat.us/cqc. Program prerequisite: High school level algebra.



QMCP REGISTRATION FORM

Easy Ways to Register!

By mail:
222 Pitkin St
Suite 101
East Hartford, CT 16108

By Fax: (860) 831-1078
By phone: (860) 282-4299
By e-mail: emarinko@ccat.us

Title: QMCP 2011-2012

Full Name _____ Preferred First Name for Badge _____

Title _____ Company _____

Address _____ Mail Stop _____

City _____ State _____ Zip Code _____

Telephone _____ Ext. _____ Fax _____

E-mail Address _____

CQC Members: \$2995 Non Members: \$3295

Send your team & save: Send 2-3 & save 15% per person. Send 4 or more & save 20% per person

PAYMENT INFORMATION: QMCP Fee \$ _____

Check for the full amount enclosed (made payable to the Connecticut Quality Council - CCAT)

Please invoice my company to the attention of: _____

Payment must be received prior to start of program. Purchase Order # _____

Please charge my credit card (circle one): Amex Visa MasterCard

ACCOUNT NUMBER _____ EXP. DATE _____

Name and signature (required for credit card and/or Purchase Orders)

CANCELLATION POLICY: A refund will be issued for any cancellation received more than 10 business days prior to the start of the program. Substitute students (with valid registration forms) are welcome up through the first day of the course.