Classes are geared for: 1) Supervisors and Managers 2) Lead Auditors, Procurement, Engineering, Engineer Assistants, Technicians 3) Quality Professionals   4) Entry-level Production / Leads and those seeking promotional opportunities.

On-Demand Classes - Individual modules will take 1-2 hours.

Class #	LEADERSHIP	Fee
OD701	Getting Started with Risk Management	$59
OD702	Setting up an Effective Supplier Management Program	$59
OD703	CAPA – The Center of Your Quality System	$59
Class #	AUDITING	Fee
OD101	Setting up an Effective Internal Audit Program	$49
OD102	Getting Started with eAuditing	$49
Class #	PROCESS IMPROVEMENT	Fee
OD201	4 Step PDCA Problem-solving	$39
OD202	7 Quality Tools	$39

Our instructor-led online courses are designed for people climbing to new opportunities. Use your time wisely as this training will challenge you in understanding concepts quickly. You will have access to the instructor for questions and the On Demand sessions for practice and missed lectures. CEU or ASQ RU credit and course certificates provided upon completion of the courses.

Instructor-led Online Certification Preparation

Class #	CERTIFICATION PREPARATION CLASS SCHEDULE	Fee	Starting	Ending	Time
CP100	CQA / Quality Auditor	$495	10.6.15 (T) 05.3.16 (T)	10.27.15 05.24.16	3-5pm PST
CP200	CQIA Quality Improvement Associate	$295	10.1.15 (Th) 3.10.16 (Th)	10.15.15 3.24.16	
CP300	SSGB Six Sigma Greenbelt	$595	10.22.15 (Th) 4.7.16 (Th)	11.19.15 5.5.15	
CP400	SSYB Six Sigma Yellowbelt	$295	1.12.16 (T)	1.26.16	
CP500	CQI Quality Inspector	$395	2.2.16 (T)	2.23.16	
CP600	CQPA Quality Process Analyst	$395	3.15.16 (T)	4.5.16	
CP700	CQM/OE Quality Manager / Organizational Excellence	$695	01.14.16 (Th)	1.18.16	

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On Demand Classes

Leadership

Title	Description	Learning Objectives
OD701 Getting started with Risk Management	Businesses that proactively define how to effectively identify, assess and prioritize risk are least likely to be inhibited by it and more likely to fully realize the opportunities. In this class we will highlight three foundational elements including how to reduce uncertainty, conduct effective risk assessments, and policies to mediate potential risks.	1. Discover how to conduct productive risk assessments. 2. Define necessary Risk Management processes that reduces uncertainty. 3. Discuss important preventive measures for management review .
OD702 Setting up an Effective Supplier Management Program	"Do what you are good at and outsource all the other stuff!" This statement powers the engine of the global supply chain because even the suppliers outsource to suppliers and so on. But, at the end of the day, you still own the quality of your product and services and supplier management needs to be one of those things you are good at. Learn how to establish supplier management criteria, develop an efficient issue escalation model, and conduct effective supplier audits.	1. Define supplier objectives – getting clear about your needs. 2. Learn to develop a supplier management process. 3. Discuss preventive measures and alternative methods for auditing suppliers.
OD703 CAPA - The Center of Your Quality System	Many issues are thrown into the corrective action bucket that does not belong, weighting down that bucket, and making it difficult to stop making the same mistakes repeatedly. CAR's are easily written, then populate, and miss original completion dates because of resource constraints or misalignment to business objectives. Instead, learn to create a system that filters issue origination, sets priority alignment to business objectives and provides the tools for conducting root cause analysis.	1. Define the differences between corrective and preventive action and continual improvement. 2. Demonstrate how to conduct variation analysis for root cause and write corrective actions that will provide better results. 3. Examine corrective action processes including issue origination, prioritization methods, and performance

Auditing

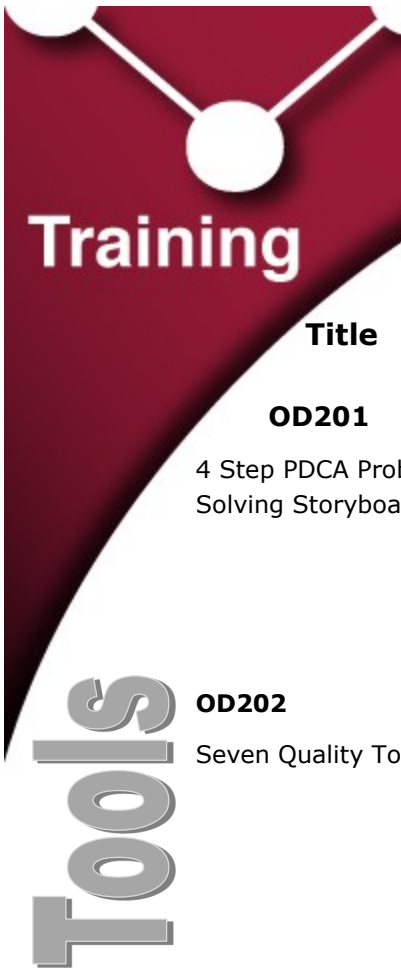| Title	Description	Learning Objectives
OD102 Setting up an Effective Internal Audit Program	Internal auditing is an assessment tool that provides a reliable performance indicator of your organization's system and processes. Companies that establish internal audits as part of their culture to practice the discipline of process control will benefit in the long run with improved performance.	1. Establish business related internal auditing objectives. 2. Develop an productive audit plan. 3. Learn to write effective non-conformities.
OD103 Getting started with eAuditing	A management plan for auditing methods like eAuditing will improve internal audit performance! Learn five ANAB recognized steps for building a solid foundation for conducting eAudits. Address upcoming ISO9001-2015 standard changes regarding risk based thinking associated in multi-site and global supply chain audits and internet security. Management considerations include best audit models, assess internal auditors' capabilities to conduct eAudits and understand minimum training needs for delivered performance.	1. Outline five structural elements defined by ANAB for using eAuditing methods. 2. Learn the key elements in an audit program management plan. 3. Address future ISO9001:2015 changes.

On Demand Classes

Title	Description	Learning Objectives
OD201 4 Step PDCA Problem-Solving Storyboard	Plan, Do, Check, Act is a simple problem solving method easily used by many to resolve issues. Learn what to do in each phase of the problem solving methodology PDCA. Get comfortable by practicing the PDCA phases using our online tool as we walk you through using the four steps to solve a problem. Combining this training with the 7 Quality Tools will provide personnel with the needed skill set to support your quality and business systems.	1. Learn to apply quality tools to a four step PDCA problem-solving methodology. 2. Understand the appropriate phase the right quality tool should be applied. 3. Illustrate root cause and potential resolutions to on-going process issues.
OD202 Seven Quality Tools	Become an expert solving problems by understanding how to use these 7 quality tools. Learn the basics of when to apply the tool, how to construct the tool, and how to interpret the results. This on-demand class is for the person who loves to solve problems, design new systems, and improve processes.	Learn to create the following seven quality tools: 1. Cause & Effect Diagram 2. Affinity Diagram 3. Flowcharting 4. Check sheets 5. Trending Charts 6. Force Field Analysis 7. Matrix Diagram

Certification Preparation

Workshop Title	Learning Objectives
CP100 CQA / Quality Auditor	Learn the CQA **B**ody **o**f **K**nowledge, understanding differing models including process auditing and eAuditing. Practice writing nonconformities, audit planning, study communication methods for asking questions, discuss changes to ISO9001:2015 and explore auditing for risk and performance. This class is aimed to provide internal auditors new tools.
CP200 CQIA / Quality Improvement Associate	Learn the CQIA BoK, starting with the customer's and supplier's perspective, then applying PDCA / 7 Tools problem-solving methods, and studying Office Lean concepts. This class is perfect for cross-functional team members solving system issues.
CP300 SSGB / Six Sigma Green Belt	Examine the CSSGB BoK learning to apply DMAIC problem-solving methodology. Study and apply fourteen quality tools, review SPC concepts and analysis (statistics not taught). Geared for engineering or process technicians types for heavy lifting improvements.
CP400 SSYB / Six Sigma Yellow Belt	Study the CSSYB BoK learning the DMAIC problem-solving steps, team building formation, and project planning concepts. SSYB are for entry-level employees that want to participate on continual improvement teams.
CP500 CQI / Quality Inspector	Learn CQI BoK including metrology applications, calibration, inspection plans, reading drawings, and test methods (mathematics and statistics not taught). CQI is a mark of excellence and commitment to quality; this person is valued as an expert in critical times.
CP600 CQPA / Quality Process Analyst	Learn CQPA Bok beginning with PDCA methodology, then transitioning into data collection and analysis, sampling and SPC concepts (statistics not taught). Geared for the expert that loves data collection and trend analysis reporting to engineering or management.
CP700 CQM/OE Quality Manager / Organizational Excellence	Study the CQM/OE BOK understanding leadership roles, strategic development and planning, management skills, quality systems and measurement tools, customer focus, supplier management, training and development. Risk management, eAuditing and ISO9001:2015 changes are also included.