

Process Improvement Certificate

Certificate Number 90-196-8

Description:

The Process Improvement Certificate is designed for people who are interested in applying specific methods of innovative thinking in order to continuously increase customer value of their products and services. Projects and simulations will be customized to the learner's own work environment and will apply the principles of innovation, quality and continuous improvement, lean thinking, Six Sigma, systems thinking, and project management.

Certificate completers may apply the nine credits to the Leadership Development (Supervisory Management) program.

Certificate Completers Will be Able to:

- Demonstrate innovation skills in a workplace environment.
- Apply the tools of continuous quality improvement and lean thinking.
- Apply the principles of Six Sigma and systems thinking.
- Demonstrate project management skills.

Curriculum

CATALOG #	DESCRIPTION	CREDITS
10-196-192 <i>Offered in: Fall 2008 Spring 2009</i>	Managing-Quality ...developing a personal philosophy of quality, identifying all stakeholder relationships, meeting/exceeding customer expectations, managing a quality improvement project, measuring effectiveness, lean thinking, six sigma, and systems thinking.	3
10-196-188 <i>Offered in: Fall 2008 Spring 2009</i>	Project Management ...the role of project management, developing a project proposal, use of relevant software, working with project teams, sequencing tasks, charting progress, dealing with variations, budgets and resources, implementation, and assessment.	3
10-196-145 <i>Offered in: Fall 2008 Spring 2009</i>	Workplace Innovation ...use inventive thinking techniques and innovative methods to improve work processes in multiple workplace environments. Assessing innovation projects using six different points-of view.	3
<i>Certificate Total</i>		9

For more information, please contact: The Business & Information Technology Division, (920) 498-5435 or (800) 422-NWTC, extension 5435, or contact Donna Meves, Flexible Learning Manager, (920) 498-6872 or (920) 498-5431, donna.meves@nwtc.edu