Manager of Continuous Improvement

Participants must complete eight (8) required courses comprising of 88 contact hours to earn the Manager of Continuous Improvement certificate.**

- *Participants must complete the eight (8) required courses as listed below.*

	Required Courses	
R	**Quality System Basics (8)** Quality System Basics is designed as an overview of key concepts that are used in any robust quality management system. The content covered in this course will provide you with tools and tips to improve your organization. Topics include ISO 9001:2008, ISO/TS 16949, Process FMEA, Problem-solving Methods, Mistake-proofing, Layered Audits and Standardized Work.	$395/$355.50*
R	**Strategic Planning (8)** Effective leaders analyze and respond to shorter-term opportunities and challenges within a larger organizational, environmental and strategic context. In this online workshop, participants will learn a powerful framework and the analytical tools to develop strategic plans that incorporate the organizational agility required by our fast-moving world.	$395/$355.50*
R	**Cost of Poor Quality (8)** This course is a key component of an effective continuous improvement program. It provides senior management with quantitative information for directing limited resources towards critical areas. This course will introduce you to key concepts and provides a proven approach for the successful implementation of a program including cost reduction projects. The course emphasis is on the practical aspects with a minimal amount of theory.	$395/$355.50*
R	**Leadership Principles and Practices (16)** Today's dynamic and competitive business environment requires that organizations develop and support leaders at all levels. In this online workshop, participants will learn the principles and practices of effective leaders, how to develop their own leadership capacities and develop the leadership capacities of others in their organizations. In addition to the eight (8) content hours, the Leadership Principles and Practices course includes a 360-degree feedback exercise focused on assisting participants in identifying and building on their leadership strengths.	$595/$535.50*
R	**Project Management (8)** Learn how to produce high quality results, on-time and on-budget, by managing effective projects using high performance project teams. This course will provide a solid understanding of the concepts of project management and their application.	$395/$355.50*

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R	**Seven Quality Tools (8)** Learn the functions and features of seven basic quality tools for continuous improvement: cause and effect diagram, check sheet, control chart, histogram, Pareto chart, scatter diagram and stratification. Participants gain experience through discussions and application activities.	$395/$355.50*
R	**Team Problem Solving (8)** Learn the tools, methods and practices needed to permanently eliminate chronic and/or difficult to resolve problems. Use the techniques provided to investigate and propose solutions for actual problems selected by your organization or communicated through its customers.	$395/$355.50*
R	**Building Effective Teams (8)** The ability to build and implement effective teams is essential to an organization's success. In this online workshop, participants will learn how to create and implement high quality, high performance teams in any organization.	$395/$355.50*
R	**Value Stream Mapping (8)** Discover this powerful tool related to a lean operation using techniques that will improve the efficiency, quality and cost of a value stream. Learn to define and identify value streams for analysis, how to map the current state and how to create a future state to improve the processes in your organization.	$395/$355.50*
R	**Lean Operations with 5S (8)** This course provides an overview of Lean fundamentals. Experience how to identify and eliminate waste and prepare to begin the Lean journey in your own organization. Each of the essential Lean tools will be presented, and students will learn how they work together to reduce costs, improve processes and delight customers.	$395/$355.50*

Enroll as a certificate program member ($50 membership fee) to receive a 10% discount on each course in your program.

** *Certificates must be completed within five (5) years; courses completed more than 5 years ago may not be applied toward the certificate.*

Email ppat@emich.edu or call 734.487.2259 to request a Certificate Program Application.

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