

## Professional Project Management Certificate Program

### Daytime — Fast Track

This program is an intense focus on PMBOK exam prep. Designed for students who have a minimum of three years of project management experience, exceed PMI's eligibility criteria, and are very knowledgeable about PMBOK, 2004, competencies. Homework required. Prospective students should contact PMI at [www.pmi.org](http://www.pmi.org) for information on the PMP exam and other certification requirements.

06W64001 M-F, 8:30am-5:30pm, Mar 13 - 17

06S64001 M-F, 8:30am-5:30pm, Jun 5 - 9

40 hours, 4.0 CEUs

Application Fee: \$10

Course Fee: \$1,395



06W64003 M/W, 6-10pm, Jan 30 - Apr 10

06S64003 T/Th, 6-10pm, Apr 25 - Jun 29

84 hours, 8.4 CEUs

Application Fee: \$10

Course Fee: \$3,560

## Healthcare Management Certificate Program

The Healthcare Management Certificate Program is for all healthcare professionals who are first-time supervisors or managers and want to enhance their management skills, knowledge, and capabilities.

### Leadership Skill Development for the First-Time Supervisor HCM103

15 hours

T, Jan 17 - Feb 14, Evening 6-9pm

### Financial Management Basics HCM105

15 hours

T, Feb 28 - Apr 4, Evening 6-9pm

### Management Ethics and Values-Based Decision-Making HCM104

15 hours

T, Apr 18 - May 23, Evening 6-9pm

### Systems Thinking and the Management Team HCM106

15 hours

Th, Jun 1 - 29, Evening 6-9pm

### Human Resource Development and Staff Relationships HCM101

15 hours

Dates To Be Scheduled

### Cultural Competency and Diversity Issues HCM102

15 hours

Dates To Be Scheduled



Only \$295  
per Module  
Discounts Available

**Offered At:**  
Office of Continuing Education  
Southern Polytechnic State University  
1100 S. Marietta Parkway  
Marietta, GA 30060-2896

**Contact Information:**  
Program Manager — Dr. Gloria J. Pursell  
678-915-7407  
[gpursell@spsu.edu](mailto:gpursell@spsu.edu)

**Register at**  
[www.gactr.uga.edu/is/healthcare/](http://www.gactr.uga.edu/is/healthcare/)

### Blended Learning Approach —

Sessions 1 and 5  
in Classroom

Sessions 2 - 4  
Online



### Weekend — Advanced Fast Track

This program is a very intense focus on PMBOK exam prep.

Designed for students who have at a minimum of three years of project management experience, exceed PMI's eligibility criteria, and are very knowledgeable about PMBOK, 2004, competencies. Homework required. Prospective students should contact PMI at [www.pmi.org](http://www.pmi.org) for information on the PMP exam and other certification requirements.

06W64000, F (6-10pm)/Sat (8am-5pm), Feb 10 - 24

06S64000, F (6-10pm)/Sat (8am-5pm), May 5 - 19

40 hours, 4.0 CEUs

Application Fee: \$10

Course Fee: \$1,595

### Contact Information:

Program Customer Specialist — Julia Melton  
678-915-7417

[jmelton@spsu.edu](mailto:jmelton@spsu.edu)



Georgia's Technology University

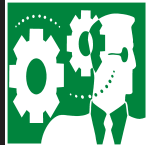
Office of Continuing Education  
Center for Quality Excellence  
1100 South Marietta Parkway  
Marietta, GA 30060-2896

## Gain Competitive Advantage

- ✦ Increase Market Share
- ✦ Enhance Customer Satisfaction
- ✦ Improve Overall Efficiency
- ✦ Improve Quality
- ✦ Improve Documentation
- ✦ Reduce Costs
- ✦ Map & Measure Processes
- ✦ Build Effective Teams

Register Now  
[www.cqe.spsu](http://www.cqe.spsu)

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PERMIT NO. 318



## Office of Continuing Education



*As Georgia's Technology University, we specialize in the delivery of comprehensive real-world training on a grand scale. Whether it be High-Tech, Business Professional or Engineering, we offer it here! Break away from the ordinary training centers and come learn from the institution with over 50 years of experience training Atlanta's business and technical leaders. We have challenging programs in these areas:*

- ✦ Certificates
  - ✓ E-Business Solutions in Java Certificate
  - ✓ Linux+ Certificate Program
  - ✓ CISCO Certified Network Associate (CCNA)
  - ✓ Microsoft Certified Application Developer (MCAD)
  - ✓ Embedded Systems Software Certificate
  - ✓ Microsoft Certified Systems Administrator 2003 Certificate
  - ✓ Oracle 10g Database Certificate
  - ✓ A+ /Net+ Certificate
  - ✓ Microsoft Office Specialist
  - ✓ Microsoft Office XP Master Prep
  - ✓ AutoCAD User Certification
  - ✓ Web Development Certificate Program

- ✦ Professional Development
- ✦ General Computing
- ✦ Engineering & Construction
- ✦ E-Learning
- ✦ Computer-Aided Design
- ✦ Web Development & Design
- ✦ High-End Programming

**Don't see what you are looking for?**

Call Denise at 678-915-5467 or email [denise@spsu.edu](mailto:denise@spsu.edu) to discuss your training needs.

Integrating people & technology

# CENTER FOR QUALITY EXCELLENCE

Quality Management  
Workshop Calendar  
January – June, 2006

[www.cqe.spsu.edu](http://www.cqe.spsu.edu)

OFFICE OF CONTINUING EDUCATION  
1100 S. Marietta Parkway Marietta, GA 30060-2896  
678-915-7417

Southern  
**Polytechnic**

Georgia's **Technology** University



January - June, 2006

| Quality Management/Process Tools   |         |         |  |                 |                 |        |  |                  |  |  |
|--|---------|---------|--|-----------------|-----------------|--------|--|------------------|--|--|
|  | Days    | Fee     | JAN  | FEB             | MAR             | APR    | MAY                                      | JUN              |  |  |
| Balanced Scorecard   | 2       | \$495   |  |                 | 6-7             |        |  | 7-8              |  |  |
| Conflict Resolution  | 2       | \$495   |  |                 | 13-14           |        | Evening<br>MMW, 6-<br>9:30pm             |                  |  |  |
| Customer Service Excellence  | 1       | \$245   |  | 7               |                 | 24     |  |                  |  |  |
| Customer/Supplier Partnerships   | 2       | \$495   |  |                 |                 | 4-5    |  |                  |  |  |
| Leading Change   | 1       | \$245   |  | 22              |                 |        |  | 13               |  |  |
| RCA (Root Cause Analysis)  | 2       | \$495   |  | 13-14           |                 |        | 3-4                                      |                  |  |  |
| SPC (Statistical Process Control)  | 3       | \$695   |  |                 | 6-8             |        |  | 6-8              |  |  |
| Statistics (Intro)   |         |         | Refer to Six Sigma Section   |                 |                 |        |  |                  |  |  |
| Team Leader's Toolkit  | 2       | \$495   |  | 15-16           |                 |        | 10-11                                    |                  |  |  |
| Roadmap to Certified Professional Facilitator (CPF)  |         |         |  |                 |                 |        |  |                  |  |  |
| Facilitation4Results-Basics  | 3       | \$995   | 17-19  |                 |                 | 11-13  |  | 20-22            |  |  |
| Facilitation4Results-Advanced  | 2       | \$695   |  | 6-7             |                 |        |  | 6-7              |  |  |
| Apply for CPF with IAF   |         |         | Scheduled at various locations in USA.<br>Go to <a href="http://www.iaf.world.org">www.iaf.world.org</a> for more information. |                 |                 |        |  |                  |  |  |
| Malcolm Baldrige National Quality Award Criteria   |         |         |  |                 |                 |        |  |                  |  |  |
| MBNQA for Business, Education, Healthcare, & Non-Profit with Six Sigma Supplement  | 3       | \$895   |  |                 | 14-16           |        |  |                  |  |  |
| Lean Enterprise — Sponsored by Excel Partnership, Inc.   |         |         |  |                 |                 |        |  |                  |  |  |
| Certified Lean Practitioner Training   | 4       | \$1,295 |  |                 | 14-17           |        |  | 6-9              |  |  |
| Six Sigma Certificate Training   |         |         |  |                 |                 |        |  |                  |  |  |
| Green Belt Training  | 3       | \$1,200 | 23-25  | 27-Mar 1        | 27-29           | 19-21  | 3-5                                      | 20-22            |  |  |
| GB Programs (T/Th, Evening 6 - 9pm)  | 21 hrs  | \$1,200 | 7-28   |                 |                 |        |  |                  |  |  |
| Statistics (Intro)   | 3       | \$750   | Jan 30-<br>Feb 1   |                 | 14-16           |        | 9-11                                     |                  |  |  |
| Statistics (Intro) (MMW, Evening 6 - 9pm)  | 21 hrs  | \$750   |  | 6-27            |                 |        |  |                  |  |  |
| Black Belt Training – Group 20   | 15      | \$7,500 |  | 13-17           | 13-17           | 17-21  |  |                  |  |  |
| Black Belt Training – Group 21   | 15      | \$7,500 |  |                 |                 | 24-28+ | 15-19+                                   | +19-23           |  |  |
| SPECIAL WEEKEND GB, Intro to Stats, and BB Programs (Friday evenings/Saturdays)  |         |         |  |                 |                 |        |  |                  |  |  |
| Green Belt Training<br>(F: 6 - 9pm; Sa, 8am - 5pm)   | 21 hrs  | \$1,200 |  | 3-4,<br>10-11   |                 |        |  |                  |  |  |
| Statistics (Intro)<br>(F: 6 - 9pm; Sa, 8am - 5pm)  | 21 hrs  | \$750   |  | 17-18,<br>24-25 |                 |        |  |                  |  |  |
| Black Belt Training – Group 22<br>(F: 6 - 10pm; Sa, 8am - 5pm)   | 105 hrs | \$7,500 |  |                 |                 |        | Mar 17-May 20<br>Will not meet Apr 14-15 |                  |  |  |
| ISO 9001:2000<br>(*RABQSA Certified) (**Sponsored by BSI Management Systems)   |         |         |  |                 |                 |        |  |                  |  |  |
| ISO 9001:2000 Internal Quality Systems Auditor**   | 3       | \$1,095 | 24-26  |                 | 21-23           |        | 23-25                                    |                  |  |  |
| ISO 9001:2000 Lead Auditor**   | 5       | \$1,695 |  | 13-17           |                 | 24-28  |  | 19-23            |  |  |
| Quality Systems Documentation**  | 2       | \$895   |  | 7-8             |                 |        | 2-3                                      |                  |  |  |
| Implementing ISO 9001:2000**   | 2       | \$895   |  | 9-10            |                 |        | 4-5                                      |                  |  |  |
| Understanding ISO 9001:2000 Req.   | 1       | \$345   |  | 6               |                 |        | 1  |                  |  |  |
| ISO TS 16949:2002 Internal Auditor**   | 3       | \$1,095 |  |                 | 1-3             |        |  | 6-8              |  |  |
| ISO 14001 Environmental Management Systems<br>(*RABQSA Certified) Sponsored by BSI   |         |         |  |                 |                 |        |  |                  |  |  |
| Understanding ISO 14001:2004   | 1       | \$445   | 30   |                 |                 | 10     |  |                  |  |  |
| Implementing an Environmental Management System  | 2       | \$895   | Jan 31-<br>Feb 1   |                 |                 | 11-12  |  |                  |  |  |
| Environmental Management Systems Internal Auditor  | 2       | \$895   |  | 20-21           |                 | 9-10   |  |                  |  |  |
| Environmental Management Systems Lead Auditor*   | 5       | \$1,795 |  |                 | 27-31           |        |  | 12-16            |  |  |
| ISO 17799 Information Security Management Systems--Sponsored by BSI  |         |         |  |                 |                 |        |  |                  |  |  |
| ISO 17799 – Understanding an Information Security Management System  | 2       | \$995   |  | 7-8             |                 |        | 1-2                                      |                  |  |  |
| ISO 17799 – Information Security Management System Implementation  | 5       | \$2,495 |  |                 |                 | 3-7    |  | 5-9              |  |  |
| FDIS 27001/BS 7799-2 – Information Security Management System Auditor  | 5       | \$2,495 |  | 13-17           |                 |        | 8-12                                     |                  |  |  |
| ISO 9001:2000 with Customized Reference to Specific Industries<br>Sponsored by Excel Partnership, Inc. (*RABQSA Certified) |         |         |  |                 |                 |        |  |                  |  |  |
| AS9100 — Lead Auditor*   | 5       | \$1,695 |  |                 |                 | 24-28  |  |                  |  |  |
| Healthcare/FDA — Understanding and Implementing ISO 13485  | 2       | \$995   |  |                 |                 | 4-5    |  |                  |  |  |
| Healthcare/FDA — Risk Management/ Risk Analysis for Medical Devices  | 2       | \$995   |  |                 |                 | 6-7    |  |                  |  |  |
| TL9000 QMS/system Auditing   | 4       | \$1,295 |  | 21-24           |                 |        |  | 5-9              |  |  |
| TS 16949 — Lead Auditor*   | 5       | \$1,695 |  |                 |                 |        |  |                  |  |  |
| Understanding the ISO 9001:2000 Process Approach to Implementation   | 2       | \$895   |  |                 |                 | 2-3    |  |                  |  |  |
| Skills for Success for the Management Representative   | 3       | \$1,095 |  |                 |                 | 13-15  |  |                  |  |  |
| Process Mapping  | 2       | \$895   |  |                 |                 | 16-17  |  |                  |  |  |
| Training Programs for ASQ Certification  |         |         |  |                 |                 |        |  |                  |  |  |
| (CQA) Certified Quality Improvement Associate  | 3       | \$695   |  |                 |                 | 25-27  |  | Exam<br>June TBA |  |  |
| (CQM) Certified Quality Manager  | 5       | \$1,195 | Jan 30-<br>Feb 3   |                 | Exam<br>March 4 |        |  |                  |  |  |

For Detailed Workshop Outlines go to [www.cqe.spsu.edu](http://www.cqe.spsu.edu)

Ph: 678-915-7417 • Fx: 678-915-7454 • Email: [jmelton@spsu.edu](mailto:jmelton@spsu.edu)

Quality Workshop Calendar

NOW . . . ONLINE!  
\* Green Belt Certification \*  
\* Intro to Statistics Course \*  
[www.cqe.spsu.edu](http://www.cqe.spsu.edu)

Become the LEADER Teams Love...  
...a Team Leader's Toolkit  
• February 15-16 • May 10-11 •  
• Study key leadership characteristics •  
• Learn effective communications •  
• Deploy employee motivation principles •  
• Develop SMART objectives •  
• Create a team charter •  
• Review teaming best practices •  
• Measure key results •  
• Develop a personalized action plan •

SIX SIGMA CERTIFICATE TRAINING

- GREEN BELT TRAINING •
- BLACK BELT TRAINING •

With this training, the CQE develops leaders who will:

- Improve communication •
  - Reduce waste and cycle time •
  - Develop successful teams •
  - Apply statistical methodologies •
  - Enhance customer satisfaction •
  - Improve profitability •
  - Gain competitive advantage •
- CQE's SS training program is based on the ASQ's national exam competencies.

Certified Lean Practitioner Training

Co-Sponsored by Internationally-Known Excel Partnership, Inc.

Two Sessions  
March 14-17 • June 6-9

"Learn how to reduce costs, cycle times and non-value added activities, resulting in a better competitive, agile, and market-responsive company."

- Basic Methodology of Lean Enterprise •
- Basic Process Management •
- Waste Elimination and Process Variation •
- Basic Understanding of 5 Ss and Workplace Organization •
- Introduction to the Lean Analysis Tools and Performance Measurements •
- Six Sigma Methods - DMAIC Process •
- ISI (Lean Sigma-ISO) Integration Concepts •
- Deployment Options and Success-Driven Strategies •

Malcolm Baldrige National Quality Award Workshop

March 14-16

- Business • Education •
- Healthcare • Non-Profit •

Basics... Myths... and Reality...

ISO 17799 — Understanding an Information Security Management System

February 7-8 • May 1-2

Co-sponsored by internationally-known BSI Management Systems

Business Needs: Commercial and legal implications

Introduction to ISO 17799: History, development, and current status

Registration and Accreditation Processes

Exercises in designing and implementing a management system:

Policy and Scope

Risk Assessment and Management

Statement of Applicability

Critical Success Factors

10% Discount

\* Register 30 days in advance  
20% Discounts

\* 3+ Registrations  
\* SPSU Alumni

\* Previous Customers (Individuals)

- Week Three
- Project Reports
  - Short Run SPC
  - Advanced DOE
  - Measurement Systems Analysis
  - Simulation
  - Case Study
  - BB Certificate Exam

- Week Two
- Project Reports
  - Sampling
  - Regression
  - Correlation
  - Reliability
  - Design of Experiments
  - Assignment

- BLACK BELT PROGRAM AGENDA  
Week One
- Program Expectations
  - DMAIIC
  - Project Chartering and Management
  - FMEA
  - Cost of Quality
  - Descriptive Statistics
  - Inferential Statistics
  - Goodness of Fit Testing
  - Computer Applications
  - Assignment

- GREEN BELT PROGRAM AGENDA
- Six Sigma Objectives and Philosophy
  - Seven Basic Quality Tools
  - Theory of Variation
  - Statistics/ SPC
  - Process Capability
  - Cost Implications
  - Root Cause Analysis
  - Case Study
  - GB Certificate Exam

Black Belt Certificate

Three-week intensive training program. Emphasis is on in-depth applications of statistical concepts and methodologies. This curriculum is based on the ASQ BB exam competencies for the national Black Belt certification. Prerequisites: Green Belt Certification and successful completion of an Intro to Statistics course or passing level on an exemption pre-test. Note: For Black Belt certification, participants must attend all sessions, pass the BB exam, and complete an acceptable project no later than one year from start date of BB-I training.

Green Belt Certificate

Three-day workshop. Participants gain an overview on the critical success factors of Six Sigma implementation.

Fees and Discounts:

Green Belt Training - \$1,200  
(3 Days/ 2.1 CEUs)

Intro to Statistics - \$750  
(3 Days/ 2.1 CEUs)

Black Belt Training - \$7,500  
(15 Days/ 10.5 CEUs)

10% Discount:  
Register 30 Days in Advance

20% Discount:  
3+ Registrations  
Previous Customers  
SPSU Alumni

Green Belt Training (3 days/21 hours)  
Jan23 - 25, Feb 27 - Mar 1, Mar 27 - 29,  
Apr 19 - 21, May 3 - 5, Jun 20 - 22  
Evening: T/Th, Feb 7 - 28;  
On-Line, call 678-915-7407

Intro to Statistics (3 days/21 hours)  
Jan 30 - Feb 1, Mar 14 - 16, May 9 - 11  
Evening: M/W, Mar 6 - 27  
Online call 678-915-7407

Black Belt Training (15 days)  
Group 20: Feb 13 - 17 + Mar 13 - 17 +  
Apr 17 - 21  
Group 21: Apr 24 - 28 + May 15 - 19 +  
Jun 19 - 23

Weekend BB Program Available  
[cqe.spsu.edu](http://cqe.spsu.edu)

"There's no doubt that Six Sigma has greatly affected the businesses that have embraced it, producing incredible cost savings and waste reduction."  
(D. Dusharme, Six Sigma Survey, Quality Digest, 2/03)

Six Sigma Certificate Training

Six Sigma has become the world standard for improving all types of product and service operations. It is a systems approach to improving organizational performance.

Methodology:

The Six Sigma strategy involves a series of steps that are specifically designed to lead the organization through process improvements.

DMAIIC

1. **DEFINE.** Identify critical process characteristics.
2. **MEASURE.** Document the existing process, perform necessary measurements, and estimate the process capability.
3. **ANALYZE.** Analyze performance measures to determine the amount of improvement that is possible to make the critical quality characteris-

tics and requirements "best in class." This may involve process redesign.

4. **IMPROVE.** Identify specific product characteristics that must be improved to achieve the performance and financial goals. Once this is done, the characteristics are diagnosed to reveal the major sources of variation through statistically designed experiments.

5. **IMPLEMENT.** Execute the improvement plans; overcome barriers. Transition to the new process.

6. **CONTROL.** Measure improvements and breakthroughs. Report scorecard data and client feedback. Continually monitor.