



OFFICE OF CONTINUING EDUCATION
CENTER FOR QUALITY EXCELLENCE
1100 S. Marietta Parkway
Marietta, GA 30060-2896

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www.cqe.spsu

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ORGANIZATION
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Gain Competitive Advantage

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

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 courses, 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 programs in these exciting areas:

* Certificate Programs

- ✓ 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 to discuss your training needs.

Integrating people & technology

**CENTER FOR
QUALITY EXCELLENCE**
www.cqe.spsu.edu
678-915-7417

Quality Management

Workshop Calendar

September - December, 2005



Southern Polytechnic

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

Georgia's **Technology** University

September - December, 2005

Quality Management/Process Tools						
	Days	Fee	SEP	OCT	NOV	JAN 2006
Balanced Scorecard	2	\$495			17-18	
Conflict Resolution	2	\$495	26-27			
Customer Service Excellence	1	\$245		18		
Customer/Supplier Partnerships	2	\$495			28-29	
Leading Change	1	\$245	8			5
Process Mapping	2	\$995		27-28	Sponsor: Excel Partnership, Inc.	
RCA (Root Cause Analysis)	2	\$495		24-25		
SPC (Statistical Process Control)	3	\$695	28-30			7-9
Statistics (Intro)	Refer to Six Sigma Section					
Team Leader's Toolkit	1	\$245		3		

NEW

Roadmap to Certified Professional Facilitator (CPF)

Facilitation4Results-Basics	3	\$995			8-10	
Facilitation4Results-Advanced	2	\$695	13-14			13-14
Facilitation4Results-Cert.Prep (CPF)	2	\$695		20-21		
Facilitation4Results-Practicum	90	\$1,860				

Apply for CPF with IAF Scheduled at various locations in USA. Go to www.iaf.world.org for more information.

Malcolm Baldrige National Quality Award Criteria

MBNQA for Business, Education, Healthcare, & Non-Profit with Six Sigma Supplement	3	\$895		12-14		
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NEW

Lean Enterprise -- Sponsored by Excel Partnership, Inc.

Lean Enterprise Application Specialist	4	\$1,295		3-6	29-30+	+1-2
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NEW

Six Sigma Certificate Training

Green Belt Training	3	\$1,200	14-16	10-12	2-4	12-14	23-25
GB Programs (Evening, 6-9pm)	21 hrs	\$1,200		T/Th, 9/20-10/11			
Introduction to Statistics	3	\$750	7-9	26-28	30+	+1-2	
Introduction to Statistics (Evening-6-9pm)	21 hrs	\$750		M/W, 10/3-24			
Black Belt Training — Group 18	15	\$7,500			7-11+	5-9+	+16-20

NEW

SPECIAL WEEKEND GB, Intro to Stats, and BB Programs (Friday evenings/Saturdays)

Green Belt Training (Fri-6-9pm; Sat-8am-5pm)	21 hrs	\$1,200	9-10, 16-17				
Introduction to Statistics (Fri-6-9pm; Sat-8am-5pm)	21 hrs	\$750	23-24, 30-10/1				
Black Belt Training — Group 19 (Fri-6-10pm; Sat-8am-5pm)	105 hrs	\$7,500		7-29+	4-19+	+2-10	

ISO 9001:2000 (*RABQSA Certified) (**Sponsored by BSI Management Systems)

IQSA 9001:2000*/**	3	\$1,095	27-29		11/29-12/1		
Lead Auditor 9001:2000*/**	5	\$1,695		17-21		12-16	
Quality Systems Documentation**	2	\$895			15-16		
Implementing ISO 9001:2000**	2	\$895			17-18		
Understanding ISO 9001:2000 Req	1	\$295			14		
ISO TS 16949 — Internal Auditor**	3	\$1,095			TBA		

NEW

ISO 14001 Environmental Management Systems (*RABQSA Certified) — Sponsored by BSI

Understanding ISO 14001	1	\$445			7		
Implementing ISO 14001	2	\$895			8-9		
ISO 14001 — Internal Auditor	2	\$895		10-11			
ISO 14001 — Lead Auditor*	5	\$1,795	26-30				

NEW

ISO 17799 Information Security Management Systems — Sponsored by BSI

Understanding ISO 17799-ISMS	2	\$995		24-25			
Implementing ISO 17799-ISMS	5	\$2,495	19-23			5-9	
ISO 17799-ISMS — Auditor	5	\$2,495	12-16		14-18		

NEW

ISO 9001:2000 with Customized Reference to Specific Industries (*RABQSA Certified)
SPONSORED BY EXCEL PARTNERSHIP, INC.

AS9100 — Lead Auditor*	5	\$1,695			TBA		
Healthcare/FDA — Understanding and Implementing ISO 13485	2	\$995		3-4			
Healthcare/FDA — Risk Management /Risk Analysis for Medical Devices	2	\$995		5-6			
TL9000 QM System Auditing	4	\$1,295	20-23				
TS 16949 — Lead Auditor*	5	\$1,695		17-21			
Process-Based Auditing for Business Improvement	2	\$895		25-26			
Process Mapping	2	\$895		27-28			

NEW

NEW

Training Programs for ASQ Certification

(CQIA) Certified Quality Improvement Associate	3	\$695			7-9		CQIA Exam Dec 3
(CQM) Certified Quality Manager	5	\$995	19-23				CQM Exam Oct 22

Ph: 678-915-7417 • Fx: 678-915-7490 • Email: jmelton@spsu.edu

For Detailed Workshop Outlines: www.cqe.spsu.edu

Quality Workshop Calendar

SHOW US THE MONEY!
CQE will match any competitor's fee for the same workshop. Just provide the CQE with a copy of the sponsoring agency's outline and fee.

Become the LEADER Teams Love...
...a Team Leader's Toolkit
October 3

- 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:

- Reduce waste and cycle time
- Develop successful teams
- Apply statistical methodologies
- Enhance customer satisfaction
- Improve profitability
- Gain competitive advantage

CQE's SS training programs are based on the ASQ's national exam competencies.

LEAN ENTERPRISE

Co-sponsored by internationally-known Excel Partnership, Inc.

LEAN ENTERPRISE APPLICATION SPECIALIST
CERTIFICATE

Two Sessions

- October 3-6
- November 29-December 2

"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
- LSI (Lean Sigma-ISO) Integration Concepts
- Deployment Options and Success-Driven Strategies

Malcolm Baldrige National
Quality Award Workshop

- Business
- Education
- Healthcare
- Non-Profit

October 12-14

Basics....Myths....and Reality...
ISO 17799 — Understanding an Information
Security Management System

Co-sponsored by internationally-known BSI Management Systems

October 24-25

- 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)