



LEAPS Consulting in House Training Catalogue Spring 2012

One of the more popular vehicles for accessing the LEAPS Consulting training offerings is the delivery of on-site trainings and management facilitations. While many training providers will offer you some variation of their standard training, LEAPS Consulting subject matter experts will work with you and your team to examine your programs and determine your exact areas of need. Please call Monroe Ratchford 703 362 2318 for pricing.

Class	Summary	Class Days	Who should attend
ISO 9001:2008 Internal Auditing	<ul style="list-style-type: none"> Teaches the principles of effective internal audits to include ISO 19011:2002 guidelines Learn how to make internal audits a valuable operational tool to reduce mission risks Deliver audits that identify opportunities for improvement Learn how to make organizations successful in registration audits Learn auditing skills through tutorials, role-playing and practical exercises Learn all steps required from planning through audit follow-up Report audit results and conduct an audit follow-up Learn how to gain commitment for auditing at all levels 	3	<ul style="list-style-type: none"> Supervisors Internal auditors Quality managers Analysts
Contact Monroe Ratchford, 703 362 2318 or Monroe.Ratchford@leapsconsulting.com			



Class	Summary	Class Days	Who should attend
Root Cause Analysis/ Corrective Action Reports	<ul style="list-style-type: none"> • Learn a structured problem-solving framework for your business • Learn how to propose solution alternatives and evaluate effectiveness • Learn eight discipline approaches to problem-solving system • Engage in root cause analysis (RCA) with a set of problem-solving and analysis tools (i.e. Ishikawa Diagrams, Nested Pareto charts, 5x5 Whys, Causal Factor Trees Scatter diagrams, mistake proofing, etc., • Learn how the nuclear weapons, the medical and the aeronautical world use Root Cause Analysis to drive a culture of reliability • Learn how to apply Root Cause Analysis to drive Corrective Action and Preventive Action Reports 	2	<ul style="list-style-type: none"> • Supervisors • Internal auditors • Quality managers • Analysts Managers • Internal auditors • Analyst • Workforce
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Class	Summary	Class Days	Who should attend
ISO 9001 for Senior Managers	<ul style="list-style-type: none"> • How to drive a culture of success using the ISO standards • What will the auditors expect of senior leadership • How you can make ISO 9001 operational and not just a certification exercise 	1	Senior Managers Senior Executives
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Class	Summary	Class Days	Who should attend
ISO 9001:2008 Overview	<ul style="list-style-type: none"> Learn the value of the 9001:2008 standards to running better operations Learn personal responsibilities for ISO 9001 implementation and sustainment 	1	<ul style="list-style-type: none"> Supervisors Internal auditors Analysts Workforce Management
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Class	Summary	Class Days	Who should attend
Quality Management Fundamentals	<ul style="list-style-type: none"> Understand how quality management fits into an organization Realize how quality can lead to improved customer satisfaction Ensure that quality is part of the organization's culture Review ISO 9001:2008 and the TQM quality management principles Obtain essential quality management tools and techniques 	3	<ul style="list-style-type: none"> Supervisors Internal auditors Quality managers Analysts Managers Internal auditors Analyst Workforce
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Class	Summary	Class Days	Who should attend
Advanced Quality Management Principles	<ul style="list-style-type: none"> • Make quality an integral part of business operations, profits, and market leadership • Show how executive leadership can take an active role in making quality come alive throughout the organization • Critically integrate advanced concepts and principles into a business framework to include Six Sigma, Performance Excellence criteria, and ISO 9000 • Incorporate more business dependent quality perceptions into strategic customer service to find more, keep more, and win more customers 	3	<ul style="list-style-type: none"> • Supervisors • Internal auditors • Quality managers • Analysts Managers • Internal auditors • Analyst • Workforce • Senior Managers
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Class	Summary	Class Days	Who should attend
Building High Reliability Processes	<ul style="list-style-type: none"> • Learn how to build process where “mistakes are not an option” • Learn how the nuclear weapons, the medical and the aeronautical worlds use Root Cause Analysis to drive a culture of reliability • Learn the application of error prevention techniques 	2	<ul style="list-style-type: none"> • Supervisors • Internal auditors • Quality managers • Analysts • Managers • Workforce
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Class	Summary	Class Days	Who should attend
Strategic Planning and Execution	<ul style="list-style-type: none"> Learn how to apply the American Organizational Excellence criteria in Strategic planning Learn how to apply business model generation to keep ahead of customer needs Learn how to apply Blue Ocean strategy to make your organization unique and the market leader Learn how to create a Strategy that becomes more than just “Shelfware” Learn to use Tools that will provide feedback on the execution of your vision including Balanced Scorecard Release excitement throughout the Organization about the strategic direction 	3	<ul style="list-style-type: none"> Senior Managers Strategic Planners Supervisors Quality Managers Managers
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Class	Summary	Class Days	Who should attend
Six Sigma Green Belt	<ul style="list-style-type: none"> Apply the DMAIC improvement techniques Reduce defects, wastes and variation in any process Become a leader in executing Lean Six Sigma projects Employ control charts to monitor and control the process Integrate six sigma tools to measure and improve process 	3	<ul style="list-style-type: none"> Supervisors Quality Managers Managers Quality Assurance Technicians
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Class	Summary	Class Days	Who should attend
ISO 20000 Internal Auditing	<ul style="list-style-type: none"> • Teaches the principles of effective internal audits to include ISO 19011:2002 guidelines • Learn how to make internal audits a valuable operational tool to reduce mission risks • Deliver audits that identify opportunities for improvement • Learn how to make organizations successful in registration audits • Learn auditing skills through tutorials, role-playing and practical exercises • Learn all steps required from planning through audit follow-up • Report audit results and conduct an audit follow-up • Learn how to gain commitment for auditing at all levels 	3	<ul style="list-style-type: none"> • Supervisors • Internal auditors • Quality managers • Analysts
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