Manager’s Toolbox - 1.6 CEUs*

The Manager’s Toolbox Series consists of six core subject areas required to succeed in industry operations and maintenance from a managerial perspective.

**Maintenance Management - 0.3 CEUs**

**Introduction to Maintenance**
- Maintenance
- Equipment Lifecycle
- Types of Maintenance

**Condition-Based Maintenance**
- Performance Trending
- Thermography
- Oil Analysis

**Parts Management and Inventory Control**
- Managing Indirect Parts and Materials
- Inventory Management
- Procurement
- Warehousing and Logistics

**Preservation**
- Preservation
- Preservation and Storage Methods

**Preventive Maintenance Programs**
- Preventive Maintenance
- Implementing a PM Program

**Workflow and Controls**
- Work Orders
- Planning and Scheduling
- Measurement/KPIs

**Procedure Writing Best Practices**
- Introduction to Procedure Writing
- Procedure Writing Theory
- Writing Steps and Instructions

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**Organization-Based Maintenance Systems - 0.1 CEUs**

**Introduction to Maintenance**
- Introduction to RCM
- Implementing RCM
- RCM Methodology

**Total Productive Maintenance**
- Understanding the Reasoning and Processes behind TPM
- Six Pillars of TPM
- Defining the Nine Major Equipment Efficiency and Quality Losses
- Five Worker Efficiency Losses

**Workplace Organization – 5S**
- Describe the 5S System
- The Benefits of Using the 5S System
- Identify Detrimental Work Practices
- Determine the Impact of 5S on Productivity

**Quality and Process Improvement - 0.4 CEUs**

**Balanced Scorecard**
- Balanced Scorecard
- Perspectives of the Balanced Scorecard
- Implementing a Balanced Scorecard

**Introduction to Six Sigma**
- What is Six Sigma?
- Six Sigma Hierarchy
- Key Elements in the Six Sigma Method
- DMAIC
- Tools

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*CEUs are calculated and awarded at the subject area level. Series level totals are to show the available amount of CEUs that can be earned for completing all subject areas in a particular series.
Six Sigma – Introduction to DMAIC
• Defining the Problem
• Measure Performance
• Analyze Opportunity
• Improve the Process
• Control Performance

Six Sigma – DMAIC Tools I
• Tools for the Defining the Problem Phase
• Tools for the Measuring Performance Phase
• Tools for the Analyze Opportunity Phase

Six Sigma – DMAIC Tools II
• Tools for Improving the Process Phase
• Tools for the Controlling Performance Phase

Introduction to Lean
• Understanding Lean
• How Does Lean Benefit a Business?
• How is Lean Implemented?
• How Difficult is Lean to Implement?
• What Changes can be Expected in Business Processes?
• Lean Foundations

Statistical Process Control
• Two Types of Variation
• Normal Distribution
• Control Charts
• Rational Subgroups
• Tools Used in SPC

Total Quality Management
• What is Total Quality Management?
• The Four Categories of Quality Cost
• Kaizen and the PDCA Cycle
• The Seven Philosophies of TQM

Personal Effectiveness - 0.3 CEUs
Coaching
• Benefits of Coaching
• Recognize When You Should Coach
• Improve Your Coaching Approach
• Avoid Common Coaching Mistakes

Delegation
• The Necessity of Delegating
• How to Delegate
• Managing Delegation
• Delegation as a Development Tool

Effective Listening in the Workplace
• Key Behaviors for Active Listening
• Recognize Different Communication Styles
• Avoid Verbal Communication Mistakes

Effective Written Communications
• The PASS Model for Email Messages
• The Five Elements of Effective Communication
• Ten Tips for Better Business Writing

Group Decision Making
• Decision-Making Phases
• Guidelines for Effective Communication
• Identify Commonly Encountered Obstacles
• Prove the Final Decision Will Meet Initial Expectations

Basic Business Finance
• Assets, Liabilities, and Equity
• Financial Statements
• Auditing and Reporting

Project Management Fundamentals
• Project Basics
• Project Initiation Process
• Project Planning Process
• Project Executing Process
• Monitor and Control
• Project Closure
Workforce Training - 0.3 CEUs

ISD Overview
• ISD Models
• Bloom’s Taxonomy
• ARCS Motivational Theory

Training Analysis
• Types of Analysis
• Components of an Analysis Report
• Analysis Data Collection Concepts

Design of Effective Workplace Learning
• Writing Objectives
• Designing a Learning Strategy
• Learning Strategy Selection

Practical Training Development Methods
• Developing the Prototype
• Developing Training Materials
• Pilot Testing a Course

Implementation of Workplace Learning
• Implementing a Training Program
• Best Practices for Launching Classroom and Web-Based Courses
• Blended Learning

Training Evaluation
• Types of Evaluation
• Guidelines for Various Tests and Assessments
• Job Performance Measures (JPMs)

Green Sustainability - 0.2 CEUs

Concepts in Green Purchasing
• Green Purchasing
• Achieving Green Purchasing
• DfE Program

Energy Ratings and Audits Defined
• Energy Certification
• Energy Standard Organizations

Energy-Efficient Systems
• Energy Efficiency
• Energy-Efficient Systems

Green Building Adding to the Bottom Line
• Green Building Economics
• Economic Benefits of Green Building

Green Building and Renovations Defined
• Green Building Renovations

Green Certification and Standards
• Green Certification
• Green Building Standards