



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

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

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