



January 2008

Volume 5 Issue 28

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Corporate & Community Training
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WCTC

is pleased to invite you to...

ISO 9000 Executive Overview Breakfast

Tuesday, March 4, 2008

8:00 a.m. to 9:30 a.m.

7:30 check-in and continental breakfast

Waukesha County Technical College
Richard T. Anderson Education Center
800 Main Street, Pewaukee, WI 53072

Get ISO 9000 compliant now!

If you are the “decision maker” involved in bringing your company into ISO 9000 compliance, the ISO 9000 Informational Breakfast sponsored by WCTC and presented by TQS Associates, Inc., is a must! TQS is your total quality solution for ISO 9000 compliance.

Highlights...

- Speed bumps and issues in auditing
- Minimizing your capital and human resource outlay
- Preparing you to register your company for ISO certification

Please be our guest at this informative session. While there is no cost associated with this breakfast, please register by February 28, 2008, so we can plan accordingly. R.S.V.P. to Jill at cctmatrix@wctc.edu or call 262.695.6576.

Corporate & Community Training

The Conduit

MIG Welding Training Grant

Take advantage of State-subsidized training! Spaces are still available for this session. Don't let this opportunity pass by to upgrade basic welding skills to the intermediate level.



Intermediate Gas Metal Arc Welding

Date: January 7 – January 11, 2008

Times: 8:00 a.m. – 4:30 p.m.

Location: Waukesha County
Technical College
Building I, Room I-155
Welding Lab

This course is designed for the incumbent worker who has some basic welding ability but needs skills enhancement. Participants will:

1. Build upon their welding ability by setting up and performing the GMAW process to weld 1/8” through 3/8” mild steel in the flat and horizontal position.
2. Set up and perform the GMAW process to successfully weld multiple pass welds in the horizontal position.
3. Set up and perform the GMAW process to successfully weld 3/8” mild steel groove welds in the flat position.

4. Set up and perform the GMAW process to successfully weld 1/4” through 3/8” mild steel in the vertical up position.
5. Set up and perform the GMAW process to successfully weld 1/16” through 1/8” mild steel in the vertical down position.
6. Set up a GMAW welder to successfully weld in short circuit, globular, pulse and spray transfer modes.
7. Assemble and weld small assemblies from drawings.

Call Grace at 262.695.7826 for more information and to register employees for this one-week training.

January 2008 Workshops

1/5/2008	APICS Basics of Supply Chain Management	8:00 a.m. – 4:30 p.m.
1/16/2008	APICS Certified Supply Chain Professional	6:00 p.m. – 9:00 p.m.
1/19/2008	APICS Strategic Management of Resources	8:00 a.m. – 4:30 p.m.
1/24/2008	Principles of Lean	8:00 a.m. – 4:30 p.m.
1/24/2008	Six Sigma - Black Belt Completion	8:00 a.m. – 4:30 p.m.
1/28/2008	Six Sigma - Green Belt	8:00 a.m. – 4:30 p.m.
1/30/2008	Conduct a Collaborative Performance Review	8:00 a.m. – 12:00 p.m.

For more information or to register, call 262.695.6576.
For full descriptions and cost, visit www.wctc.edu/cct.

WCTC 

892 Main Street
Pewaukee, WI 53072

Upcoming Workshops

February 2008

- 2/2 APICS Master Planning of Resources
- 2/4 Blueprint Reading
- 2/7 Value Stream Mapping
- 2/19 Exercise Emotional Intelligence
- 2/21 Manage Your Micro Enterprise
- 2/26 Market Your Micro Enterprise

March 2008

- 3/1 APICS Execution and Control of Operations
- 3/4 5S Visual
- 3/5 Prepare Your Micro Enterprise
- 3/5 APICS Fundamentals of Production and Inventory Control
- 3/11 Correct Performance Problems
- 3/24 Geometric Dimensioning and Tolerancing

For more information or to register, call 262.695.6576. For full descriptions and cost, visit www.wctc.edu/cct.



APICS/CPIM Certification Review Courses

Did you know that top manufacturing, distribution and service companies in southeastern Wisconsin require their materials and operations staff to have or obtain APICS/CPIM certification? Since 1973, the CPIM program has educated more than 80,000 manufacturing professionals on essential terminology, concepts and strategies related to demand management, procurement and supplier planning, material requirements planning, capacity requirements planning, sales and operations planning, master scheduling, performance measurements, supplier relationships, quality control and continuous improvement.

CPIM review courses are intended to guide you through the certification process. This educational experience is a review of the core principles of Production and Inventory Management.

Basics of Supply Chain Management

is an introductory course for production and inventory management personnel and CPIM candidates. It covers basic concepts in managing the complete flow of materials in a supply chain. The participant gets a complete overview of material flow from internal and external suppliers to and from the organization. This overview is a prerequisite to the other four modules of the CPIM program because it introduces the key concepts that are covered in greater detail in those modules.

Dates: January 5 and 12, 2008.

Strategic Management of Resources

addresses aligning resources with the strategic plan, configuring and integrating operating processes to support the strategic plan, and implementing change.

Dates: January 19 and 26, 2008.

Master Planning of Resources

reviews the how-to's of establishing company objectives and operating philosophies for executing a business plan. It focuses on developing and validating a plan of supply, relating management of demand to the environment, and developing and validating the master schedule.

Dates: February 2 and 9, 2008.

Execution and Control of Operations

focuses on prioritizing and sequencing work; executing work plans, implementing controls, and reporting activity results; and evaluating and providing feedback on performance, techniques for scheduling and controlling production and processes, execution of quality initiatives and continuous improvement plans; and the control and handling of inventories.

Dates: March 1 and 8, 2008.

Each of these courses consists of two 8-hour sessions running from 8:00 a.m. to 4:30 p.m.

Cost per session: \$395. To comply with Wisconsin state statutes, it is possible that fees will be higher for out-of-state participants.

For more information or to register, call 262.695.6576 or e-mail cctmatrix@wctc.edu.

Interactive Workshops

Basic Blueprint Reading (16 hrs.)

Dates: February 4, 11, 18 and 25, 2008

Time: 8:00 a.m. – 12:00 p.m.

Cost: \$495*

Basic orthographic projections including auxiliary and sectional views, dimensioning to ANSI/ASME standards, assembly drawings, and isometric pictorials.

Geometric Dimensioning and Tolerancing (10 hrs.)

Dates: March 24 and 31, 2008

Time: 8:00 a.m. – 1:00 p.m.

Cost: \$275*

Theoretical concepts of geometric dimensioning and tolerancing required to interpret feature control frames and determine allowable tolerances. Studies are based on the current standard, ASME Y14.5M-1994.

* These workshops will be held in room C-052 in the RTA Education Center at Waukesha County Technical College/Pewaukee campus. To comply with Wisconsin state statutes, it is possible that fees will be higher for out-of-state participants.

For more information or to register call 262.695.6576 or e-mail cctmatrix@wctc.edu.

Three Workshops Especially Designed for Supervisors and Managers

Supervisors and managers won't want to miss these opportunities to "sharpen the saw." Improve on your abilities to manage the performance of others. Follow a specific set of guidelines that will help you prepare for a productive meeting with direct reports. Whether conducting a formal performance review, coaching others or providing informal feedback, effective managers need to become proficient at documentation, good listening, delivering clear and concise messages and employing the skills of "Emotional Intelligence." Join other professionals with this dynamic instructor for a keener look into managing others. You will receive a certificate of completion for attending each workshop

Conducting a Collaborative Performance Review

Date: January 30, 2008

Times: 8:00 a.m. – Noon

Although the formal performance review may seem more an administrative than management responsibility, in practice it can be an extremely powerful tool for the performance leader. Especially today when people work more independently, few opportunities arise when both the manager and employee can step back, look at what's happened and decide where to go in the future.

This training session provides participants with a collaborative approach to the formal performance review. Learn how to prepare employees – and themselves – for a positive and productive review, how to manage expectations during the session and how to create an atmosphere that encourages both people to be open about their concerns and plans for the future.

Exercising Emotional Intelligence

Date: February 19, 2008

Time: 8:00 a.m. – Noon

Emotions have never been completely welcomed in our work lives. Most of us have traditionally been conditioned to leave emotions "at home," believing that, to be effective, we need to base all our team strategies and decisions only upon cold, logical "intelligence." Yet, emotions are a fundamental part of who we are and of working with others. Emotions can't be left out of the picture; in fact, to do so would guarantee that suppressed emotions will flare, causing increased conflict and impacting climate and morale.

But what if we were to view emotions in a different way altogether, as another kind of "intelligence," beyond reason and logic? An intelligence that – if we could learn to access it – could become nothing short of

a touchstone to greater collaboration, a higher level of influence with others, more productivity and effectiveness.

As the pace of work place change increases and our work places make ever greater demands on our cognitive, emotional, and physical resources, emotional intelligence will continue to emerge – not as something "nice" to have but as an increasingly important set of "must have" skills.

Correcting Performance Problems

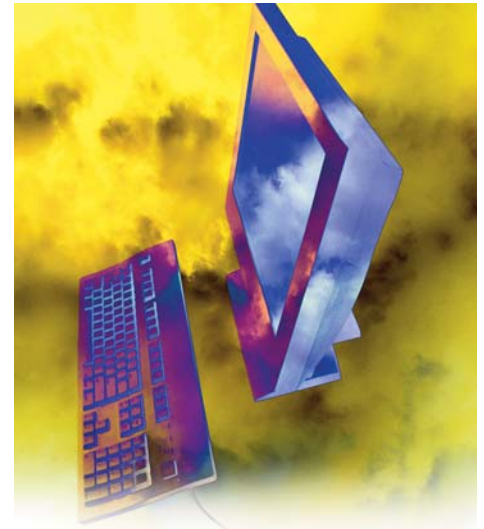
Date: March 11, 2008

Time: 8:00 a.m. – Noon

Do you have a difficult performance topic you need to address with an employee? This workshop provides modeling and practice in how to hold discussions with employees about unacceptable performance. It focuses on discussions that are necessary after less formal feedback and coaching have failed to result in a turnaround. Learn a process that leaders can use to get an individual's performance back on track while building motivation for continual improvement.



To register, please call Jill at 262.695.6576. Workshops will be held in the RTA Education Center at Waukesha County Technical College, 800 Main Street, Pewaukee.



WCTC Introduces Intrusion Detection Course

Are hackers attempting to infiltrate your servers? Is your network being scanned for interesting data? Is your network vulnerable to a Denial of Service Attack? A Network Intrusion Detection System can detect these network penetrations and unwanted attacks.

WCTC's new course, **Intrusion Detection Systems**, explores the concepts of intrusion detection systems using Snort, a respected and well-used open source Network Intrusion Detection System. The course includes everything from the choices of Operating Systems to use and the install of Snort, up to advanced intrusion detection on complex networks with the use of add-on tools such as SGUIL, Barnyard, and SWATCH. Is reactive detection not enough? Need a more proactive solution? The course also covers Intrusion Prevention Systems, where Snort will actively block malicious packets, and alert the appropriate personnel (or even send malicious packets back to the hacker!).

Prerequisite Knowledge

- Basic Cisco IOS commands
- Moderate Linux commands
- Strong Microsoft Server Administration
- Strong Security + Body of Knowledge
- Strong TCP/IP protocol, services, configurations and analysis

For more information, call 262.695.3409.

WCTC 

www.wctc.edu/cct

Six Sigma Green Belt Training

The Six Sigma Green Belt certification program is designed for those in the distribution, health care, manufacturing, printing, and service industries.

Six Sigma – What is it?

Six Sigma is an evolutionary business process that complements existing quality programs. It makes use of your organization's collective and often untapped intellectual capital resources that exist at all levels. The goal of Six Sigma is to work toward achieving only 3.4 defects per million – a 99.99966% level of product and service quality.

The Six Sigma Approach

- Utilizes DMAIC (define, measure, analyze, improve, control) methodology
- Completely understands customer needs
- Disciplined use of facts, data and statistical analysis
- Diligent attention to managing, improving and reinventing business processes

Why WCTC for Six Sigma Training?

- Receive certification while completing an actual project for your company. The average project can save an organization \$15,000-\$50,000!
- Identified projects serve as the foundation for application-based learning using the Six Sigma tools.
- Black Belt facilitators will help scope an actual project where opportunities exist for improvement.
- Black Belt facilitators guide participants through all aspects of the project until completion. The Black Belts are available to assist with technical assistance on future projects.
- Course sizes are limited to facilitate learning and encourage participation.

Dates: January 28, 29, 30; February 18, 19; March 10, 11; April 7, 8; and May 5 and 6, 2008
Times: 8:00 a.m. – 4:30 p.m.
Location: Waukesha County Technical College
College Center, Room C-021
Cost: \$3,500*

** Program cost includes the entire Six Sigma program of 100 hours, materials, textbooks, MINITAB software, and 10 hours of individual coaching. Breakfast and lunch are provided for on-campus sessions. Participants must supply their own laptop computer. To comply with Wisconsin state statutes, it is possible that fees will be higher for out-of-state participants.*

Class sizes are limited, please register by January 23, 2008. Call 262.695.6576 or e-mail cctmatrix@wctc.edu for more information or to register.

Six Sigma Black Belt Completion Training

Develop the skills necessary to pass the American Society for Quality (ASQ) certification in order to go from the Green Belt level to the Black Belt level. This six-day training cycle spread over six weeks in two-day increments is intended for participants who have attended the Wisconsin Technical College System Green Belt training or have had other appropriate Green Belt training.

What you will learn:

- Review comparison testing with variables and attribute data using Minitab software.
- Discuss simple regression analysis techniques used to analyze correlation between one continuous y variable as compared with one continuous x variable. Demonstrate regression analysis using Minitab software.
- Discuss abnormal and attribute data distributions.
- Conduct ANOVA and ANOM procedures using Minitab software.
- Discuss multiple regression analysis techniques used to analyze correlation between one continuous y variable as

compared with more than one continuous x variable. Demonstrate multiple regression analysis using Minitab software.

- Plan, design and analyze two-factor experiments using Minitab software.
- Review development of control plan documentation.
- Discuss fundamentals of conducting a Kaizen event.
- Discuss the process for developing proper process documentation.
- Participate in a small-group Six Sigma catapult case study and prepare a presentation for a case study.
- Discuss the Lean Enterprise concept of 5S.
- Participate in a small-group Black Belt concept question/answer review as a capstone to training.

Dates: January 24-25; February 11-12; and February 25-26, 2008
Times: 8:00 a.m. – 4:30 p.m.
Cost: \$1,900*



** Program cost includes continental breakfast, lunch and handbook, but larger Six Sigma Green Belt training book will need to be obtained if not already in hand. Participants must supply their own laptops.*

For more information or to register call 262.695.6576 or e-mail cctmatrix@wctc.edu by **January 18, 2008**, as class size is limited.

Lean Enterprise Workshops

These workshops are appropriate for the entire team of executives, managers, supervisors and employees in office and service industries, process-driven industries, and the printing industry, as well as the manufacturing industry. Learn how to:

- Reduce lead time
- Reduce inventory
- Improve cash flow
- Reduce inventory carrying costs
- Increase inventory turnover
- Realize higher productivity rates
- Improve quality

Principles of Lean. This workshop introduces the concept of a systematic approach to eliminating waste in manufacturing processes. Learn how to eliminate the eight forms of waste, use the 5S approach to organization, reduce batch sizes, utilize point-of-use storage, use pull systems, implement cellular/flow and quality at the source, and involve employees. This training includes live simulation activities.

Date: January 24, 2008
Time: 8:00 a.m. – 4:30 p.m.
Location: Waukesha County Technical College
RTA Education Center, Rooms C-051 and C-057
Cost: \$300*

Value Stream Mapping. In this workshop you will learn to focus on a method to visually depict material and information flow through an operation. You will learn the principles and techniques of the Value Stream Mapping process and draw a map of the current state of a sample company, apply lean concepts to develop an improved future state, draw it, and identify the next steps needed to achieve the future state. You will leave with the ability to map your real work processes.

Date: February 7, 2008
Time: 8:00 a.m. – 4:30 p.m.
Location: Waukesha County Technical College
College Center Building, Room C-021
Cost: \$250*

5S Visual Workplace. The principles of 5S are based on the simple idea that manufacturing improvements begin with a workplace that is organized, clean and standardized and contains only what is required. Discover how to transform your manufacturing operations into one with enhanced communication and productivity. Learn how to employ 5S methodology in your operations and implement visual workplace techniques.

Date: March 4, 2008
Time: 8:00 a.m. – 4:30 p.m.
Location: Waukesha County Technical College
RTA Education Center, Room C-053
Cost: \$250*

** To comply with Wisconsin state statutes, it is possible that fees will be higher for out-of-state participants.*

For more information or to register call 262.695.6576 or e-mail cctmatrix@wctc.edu.

Questions? Need to contact us?

Do not reply to this e-mail. (Your message won't be seen.) **Instead, click here.**

WCTC Small Business Center Micro Enterprise Certificate

Six-Course Webinar Series

Micro enterprises (defined as all small businesses with twenty employees or less) are the economic backbone of virtually every community across the nation. In fact, 85% of all businesses are classified as micro enterprises. Why not start your own micro enterprise and get your share of the great American dream!

The WCTC Micro Enterprise webinar series will help you plan, organize, manage, market, prepare and launch your own profitable micro enterprise venture under the guidance of an experienced entrepreneur instructor. Designed to be completed without setting foot in a traditional classroom, students can complete this six-course series from any location where they have access to an Internet-connected computer and telephone. The American dream is within your reach...so dare to dream big!

Spring 2008 Offerings

- **Intro to Micro Enterprise**
- **Plan Your Micro Enterprise**
- **Organize Your Micro Enterprise**
- **Market Your Micro Enterprise**

Students who successfully complete all six courses receive a WCTC Micro Enterprise Certificate along with a \$100 scholarship award (subject to available funding). Upon completing the required courses, contact the WCTC Small Business Center at 262.695.3468 to apply for your certificate.

For more information call 262.695.3468. To register for any course, call 262.695.6576. For full descriptions, dates and cost, visit www.wctc.edu. After registering, please contact the instructor by e-mail at rick@businessdiligence.com for additional course information.