



**August 2008**

Volume 5 Issue 35

June Perkins, Newsletter Coordinator  
Corporate & Community Training  
262.695.7828

## You're Invited

Please join us for a free informational breakfast detailing how your organization can improve its bottom line through supply chain management process improvements.

This is a unique, no obligation opportunity to engage in a lively presentation with APICS instructors to learn about Certified in Production and Inventory Management (CPIM), Certified Supply Chain Management (CSCP), and Fundamentals of Supply Chain Management.

### Who should attend:

- Managers of Production and Inventory Supply,
- Directors, CEOs and VPs
- In the industries such as:
- Manufacturing, Medical, Services, Retail, and Wholesale

### August 27, 2008

- 7:30 a.m. Continental Breakfast
- 8:00 – 9:00 a.m.
- WCTC, RTA Center
- 800 Main Street, Pewaukee

### Topics

- Overview of Courses
- CPIM Certification
- Instructor Introductions
- APICS Member Networking

### No Fee – Limited seating.

RSVP required as soon as possible.  
Call 262.695.6576 or email  
joswald@wctc.edu.

# Corporate & Community Training

# The Conduit

## Critical Core Manufacturing Skills Training Workshops

Manufacturing is a mainstay of Wisconsin's economy, but it's becoming increasingly difficult to attract and retain workers who have the skills needed to help their companies succeed. Today's manufacturing workplace requires employees at all levels to take initiative to solve problems, work cooperatively in teams, and adapt to an ever-changing environment.

The Critical Core Manufacturing Skills training workshops target key areas that will increase worker productivity, adaptability, and team skills and provide the tools to meet the changing demands of today's high performance manufacturing landscape.

As part of the Advanced Manufacturing Solutions initiative of the Wisconsin Technical College System, the Critical Core Manufacturing Skills program combines powerful new training content with this flexible workshop format. The program includes twelve hard-hitting core workshops grouped into four skill sets:

### Core Productivity Skills

- Work Productively Workshop
- Follow Directions Workshop
- Maintain a Safe Work Environment Workshop

### Core Problem Solving Skills

- Think Critically Workshop
- Apply Problem Solving Strategies Workshop
- Apply Mathematical Reasoning Workshop

### Core Team Skills

- Work Cooperatively in Teams Workshop
- Communicate Clearly Workshop
- Listen Effectively Workshop

### Core Adaptability Skills

- Demonstrate Integrity Workshop
- Demonstrate a Positive Attitude Workshop
- Adapt to Change Workshop

Each 4-hour workshop (usually held from 8 a.m. – noon) is designed for individuals at all levels to meet the general business needs of today's manufacturers. Each workshop will examine the changing manufacturing landscape in terms of competition, globalization, quality, efficiency, and technology and introduces participants to advanced manufacturing strategies and concepts designed to employ new technologies and drive process improvement.

Check out workshops separately as they are scheduled and appear in our newsletter. For example, **Work Productively Workshop will be held September 11, 2008, and Think Critically Workshop will be held September 25, 2008.**

If you want to learn more about bringing the **Critical Core Manufacturing Skills** training to employees in your company, call Gayle Graham at **262.695.7833** or e-mail [ggraham@wctc.edu](mailto:ggraham@wctc.edu).

**WCTC** 

892 Main Street  
Pewaukee, WI 53072

## Business without Borders

New to exporting? Lack experience? Gain a wealth of information regarding exporting in Wisconsin.

### Reaching Global Markets CRN 12003

The novice exporter will benefit from this first workshop that will discuss the business opportunities of exporting in a market where the US dollar is weak. Learn how your company can benefit from the global marketplace. Learn about export resources available in Wisconsin.

**Date:** Friday, September 19, 2008

**Time:** 8:00-10:00 a.m.

**Fee:** \$49\*

### Mechanics of Exporting CRN 12004

This workshop will explore the benefits of shipping products overseas. Learn about basic export documents. Gain knowledge about the challenges facing you and the laws governing exporting. Gain awareness of International Commercial Terms (Incoterms) used in international transaction.

**Date:** Friday, October 17, 2008

**Time:** 8:00-10:00 am.

**Fee:** \$49\*

### Mechanics of Importing CRN 12005

This workshop will introduce the process of importing goods from international suppliers. Learn the basics about import documentation, utilizing an import broker, and the role of US Customs.

**Date:** Friday, November 21, 2008

**Time:** 8:00-10:00 a.m.

**Fee:** \$49\*

*\*Fee includes materials and continental breakfast at 7:30 a.m. All workshops will be held at Waukesha County Technical College in the Richard T. Anderson Education Center, 800 Main Street, Pewaukee, WI.*

To register, go to [www.wctc.edu](http://www.wctc.edu) and follow the registration prompts. Enter the CRN when requested. Call 262.695.6576 or e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu) for more information.



## Workshop Designed for Supervisors and Managers

Sharpen the saw and 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. Join other professionals and a dynamic instructor to gain a keener look into managing others. You will receive a certificate of completion for attending this workshop.

### Conducting a Collaborative Performance Review

**Date:** September 17, 2008

**Times:** 8:00 a.m. – Noon

**Cost:** \$135

This training session provides participants with a collaborative approach to the formal performance review. Participants will learn how to prepare their 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.

Call 262.695.6576 or e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu) to register. This workshop will be held in room C-053 in the RTA Education Center on the Pewaukee Campus of Waukesha County Technical College.

## Spanish for the Banking Workplace – CRN 6372

This is a two-session workshop developed for all customer service banking and credit union personnel to learn to communicate more easily with Spanish-speaking customers. In this sought-after course, participants will learn basic communication and comprehension skills and practical Spanish expressions and phrases used in the banking/credit union industry. The course will focus on simple, authentic, culturally appropriate communication skills using correct pronunciation with minimal grammar. Upon completion, participants will be able to converse and comprehend simple Spanish.

### In this workshop, participants will learn: Common Conversational Expressions

- Greetings, introductions, correct pronunciation
- Asking/answering questions
- Banking vocabulary for the following areas:
  - Tellers
  - Mortgage
  - Personal and commercial banking
  - Investments

### Cultural Information about the Hispanic Customer

### Specific Verbs and Easy Strategies Related to the Banking Industry:

- Meeting customer needs
- Opportunities for business development
- Problem solving
- Comprehension clues to learn and translate new words/false cognates

**Dates:** August 14 & August 21, 2008

**Time:** 8:30 a.m. continental breakfast

**Workshop:** 9:00 a.m. – Noon

**Location:** Waukesha County Technical College

Richard T. Anderson Education Center  
800 Main Street  
Pewaukee, WI

**Fee:** \$199 includes text and audio CD

**Register:** Please call 262.695.6576



# Principles of Lean Manufacturing Workshop – CRN 10587

You will have a first-hand learning experience on how much waste can be eliminated from a manufacturing process. The program introduces many of the tools utilized in Lean Manufacturing, such as Value Stream Mapping, Set-up Reduction and Cellular/Flow Manufacturing, which are all facets of becoming a lean enterprise. In fact, participants will walk away with a solid understanding of eight key wastes in manufacturing, specifically how businesses can benefit from tackling waste head-on and what steps to take next to further move a company toward becoming lean.



## Lean Enterprise workshops

**Have your entire team of executives, managers, supervisors and employees (those in the office, those serving others, those driven by processes) learn how to:**

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

### Topics to be covered:

- Eight wastes of manufacturing and how to apply lean principles
- Demonstrate to yourself your ability to reduce manufacturing cycle time
- Improve on-time shipments
- Reduce work-in-process by up to 90%
- Reduce floor space you use by 50% to 75%
- See how to improve results in net income when you apply lean principles

### Who Should Attend

The whole production team including CEO's, presidents, managers, supervisors, decision-makers, team leaders, as well as those working on the shop floor.

### Session

**Date:** September 11, 2008

**Time:** 8:00 a.m. to 4:30 p.m.  
(continental breakfast at 7:30 a.m.)

**Location:** Waukesha County  
Technical College  
800 Main Street  
Pewaukee, WI 53072

**Cost:** \$300/per person

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

To register, go to [www.wctc.edu](http://www.wctc.edu) and follow the registration prompts. Enter CRN 10587 when requested. For more workshop information, call **262.695.6576**.

### Value Stream Mapping CRN 10893.

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:** September 25, 2008  
(Note: Date changed from September 30.)

**Time:** 8:00 a.m. – 4:30 p.m.

**Location:** Waukesha County  
Technical College  
College Center Building  
Room C-021

**Cost:** \$250\*

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

These workshops are appropriate for the chemical, food, financial, health care, manufacturing, pharmaceutical, printing and service industries.

**For more information, call 262.695.6576 or e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).**

To register, visit [www.wctc.edu](http://www.wctc.edu) and follow the registration prompts. Enter the CRN when requested.

### 5S Visual Workplace CRN 10896.

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:** October 30, 2008

**Time:** 8:00 a.m. – 4:30 p.m.

**Location:** Waukesha County  
Technical College  
RTA Education Center  
Room C-053

**Cost:** \$250\*

# Lean Six Sigma Green Belt Certification Training

This program is designed for office, manufacturing, distribution, service and health care industries. Learn:

- Lean Enterprise Concepts
- Six Sigma Concepts
- Theory of Constraints

These widely used tools in industry have become synonymous with Lean/Six Sigma as the standard of measure for world-class quality. Public and private companies utilize the principles of Lean/Six Sigma for success that can be measured in bottom line results.

The blended training method of both classroom instruction and online instruction insures proficiency of knowledge transfer and application of Lean/Six Sigma to business processes.

**Note:** *Participants must supply their own laptop computers for this program and complete a company project.*



**Benefits of the Lean/Six Sigma** blended training program in our workshop format include:

- Achievement of faster Lean/Six Sigma results
- Reduced training costs
- Flexible workshop training schedule
- Training by industry professionals

Six Sigma Green Belt workshops begin September 15, 2008. Register by September 4.

**Dates:** September 15, 16 & 17  
October 23, 27 & 28  
November 17 & 18  
December 8 & 9

**Times:** 8:00 a.m. – 4:30 p.m.

**Place:** Waukesha County  
Technical College  
800 Main Street  
Pewaukee, WI 53072

**Fee:** \$3500, includes all materials, textbooks, MiniTab software, breakfast and lunch

**Register:** Go to [www.wctc.edu](http://www.wctc.edu) and follow the registration prompts. Enter CRN 10903 when requested. For more information, call 262.695.6576 or e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).

## Six Sigma – Black Belt Completion

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:** September 8, 9, 23, 24,  
October 6, 7, 2008

**Times:** 8:00 a.m. – 4:30 p.m.

**Location:** Waukesha County  
Technical College or on site

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

### Limited Seating

**RSVP required by August 29, 2008.**  
Call 262.695.6576 or email  
[cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu).



## Work Productively workshop

As companies are continually challenged to “do more with less,” increasing individual worker productivity is a must. WCTC has created a series of Critical Core Manufacturing Skills classes to conveniently fit into people’s schedules. The first module, **Work Productively**, is being offered for the first time as a workshop:

**Date:** September 11, 2008

**Time:** 8:00 a.m. – 12:00 noon

**Place:** Waukesha County Technical College

RTA Education Center,  
Room C-052

800 Main Street,  
Pewaukee, WI 53072

**Fee:** \$135

**Register:** Go to [www.wctc.edu](http://www.wctc.edu) and follow the registration prompts. Enter the CRN 11995 when requested. Call 262.695.6576 or e-mail [cctmatrix@wctc.edu](mailto:cctmatrix@wctc.edu) for more information.

Our experienced technical college staff and professional trainers are pleased to deliver this flexible delivery approach to your employees. Working together, we can help you build and maintain a high-performance work force.

### Questions? Need to contact us?

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



### For Your Next Event...

The Richard T. Anderson Education Center, located at the Pewaukee campus of Waukesha County Technical College, offers a state-of-the-art facility geared for educationally-oriented events.

With 4500-square feet of space, the Richard T. Anderson Center can accommodate 200 people banquet style or 400 theater style. If a more intimate setting is preferred, the area may be divided into quarters. Two class-room sized breakout rooms are also available. The center features the latest easy-to-use touch screen media technology and support personnel are on hand to assist. An on-site catering service will help in planning a menu that fits every taste and budget.

**For more information, contact Gail at 262-695-3474 or email [ggrigg@wctc.edu](mailto:ggrigg@wctc.edu).**

## Upcoming workshops

### August 2008

8/14 CRN 6372 Spanish for the Banking Workplace

### September 2008

9/6 CRN 11987 APICS Basics of Supply Chain Management  
 9/8 CRN 10905 Six Sigma – Black Belt Completion  
 9/10 CRN 12094 APICS Certified Supply Chain Professional  
 9/11 CRN 10587 Principles of Lean  
 9/11 CRN 11995 Work Productively  
 9/15 CRN 10903 Six Sigma Green Belt  
 9/17 TBD Conducting a Collaborative Performance Review  
 9/19 CRN 12003 Reaching Global Markets  
 9/25 CRN 10893 Value Stream Mapping  
 9/25 CRN 11997 Think Criticall  
 9/29 CRN 11872 Blueprint Readin

### October 2008

10/3 TBD MSSC – Safety  
 10/4 CRN 11988 APICS Master Planning of Resources  
 10/8 TBD Exercising Emotional Intelligence  
 10/9 CRN 10915 Lean for Accounting  
 10/9 CRN 11998 Work Cooperatively in Teams  
 10/15 CRN 10894 Kaizen  
 10/17 CRN 12004 Mechanics of Exporting  
 10/23 CRN 12000 Adapt to Change  
 10/27 CRN 11874 GD&T  
 10/30 CRN 10896 5S

### November 2008

11/1 CRN 11989 APICS Detailed Scheduling and Planning  
 11/5 TBD APICS Fundamentals of Production and Inventory Control  
 11/11 CRN 10898 Lean Culture  
 11/12 TBD Correcting Performance Problems  
 11/13 CRN 12001 Listen Effectively  
 11/20 CRN 11954 Proposal Planning and Writing  
 11/21 CRN 11955 Computerized Grant Seeking  
 11/21 CRN 12005 Mechanics of Importing

**For more information, call 262.695.6576.**

Visit our website: [www.wctc.edu/cct](http://www.wctc.edu/cct) for full descriptions, cost, etc.

Register online at [www.wctc.edu](http://www.wctc.edu). Follow the registration prompts and enter the CRN when requested. Without a CRN, call **262.695.6576**. TBD – To Be Determined.