

UNF Program Helps Businesses Improve

Over the past five years, the University of North Florida has created an extensive set of programs designed to help area organizations improve their profitability. The programs are housed in the UNF Center for Quality. The primary programs offered are Lean Enterprise, Six Sigma, Lean Six Sigma, ISO 9001 and Kepner-Tregoe. In addition to the primary programs, the Center offers an array of shorter training classes and consulting in over 30 specific productiv-

ty and quality improvement tools. All of the Center's programs are directed to helping organizations address three key areas that directly impact profitability - productivity, customer satisfaction and quality.

Given the broad range of organizations present in Jacksonville, the programs offered by the Center are designed to work with manufacturing, service and non-profit entities such as military and governmental agencies. As the Center

has grown, it has significantly expanded the range of services that it offers area organizations.

Today, the Center offers training in both open enrollment and contract formats as well as consulting and facilitation. Open enrollment training is open to all organizations and is held at the University Center. UNF can hold contract training at the organization's location or at UNF. To date, UNF instructional staff has trained and consulted in

24 countries around the world, allowing UNF to serve national and global clients. Much of the Center's activity focuses on assisting organizations with turnkey program implementation.

The Lean Enterprise program is traditionally thought of as a manufacturing program, but is just as applicable to service organization. Clients can select from traditional classroom training or a hands-on workshop-focused approach. Other Lean Enterprise offerings include formal certification programs that can entail up to 20 days of training and workshops. Participants are subject to testing and are required to successfully implement Lean tools and techniques in their workplace to receive formal certification.

Lean Six Sigma combines the best attributes of the Lean Enterprise and Six Sigma programs. UNF offers the full array of training including Leadership/Deployment, Champion, Yellow Belt, Green Belt and Black Belt training. A key attraction of the Black Belt training is that participants complete their first project as part of the training ensuring the sponsoring organization obtains immediate payback on the training investment.

The ISO 9001 quality system is recognized worldwide as a badge of organizational commitment to quality and continuous improvement. Many quality-focused organizations require their suppliers to be ISO certified and many organizations use ISO certification as a differentiator in their sales

process. Tens of thousands of US organizations have secured ISO certification and use ISO as their key driver for improvements in quality, productivity and customer satisfaction. UNF's ISO 9001:2000 program provides organizations desiring ISO certification



Keith Gardner
UNF Center for Quality

training on specific topics related to ISO implementation or provides turnkey quality system installation. UNF's experienced consultants have provided several area businesses with the knowledge and skills to ensure that their quality management added value, improved process efficiency and increased customer satisfaction. Most recently, UNF has partnered with Kepner-Tregoe to provide their acclaimed step-by-step approach for successfully solving problems, making good decisions, and analyzing potential risks and opportunities. The innovative methodologies maximize critical thinking skills, systematically organize and prioritize information, set objectives, evaluate alternatives, and analyze impact. During workshop training, coached applications will help address the actual problems and decisions you face at work. The process is so effective that it becomes "the way things are done" at many organizations and is the basis of many operational improvement programs.

To get additional information on open enrollment training, contact Ralph Moore at 904.620.4256. For information on contract training contact David Mainz at 904.620.4349. Information on specific topics can be located on the Center for Quality website at www.unfcenterforquality.com.



Introducing to Jacksonville for the first time: Lean Six Sigma Green Belt for Services



Course Schedule

- Six Sigma Overview – March 20 & 21
- Understanding ISO 9001:2000 – April 24 & 25
- ISO 9001:2000 Internal Auditing – April 26 & 27
- Lean Enterprise – April 17 & 18
- Lean Six Sigma Green Belt for Services
- Week One: May 14 -18; Week Two: June 11-15

Minitab® Release 15 Training



A four-day hands-on service quality course provided by certified Minitab instructors
March 5-8, 2007

- Day 1: Intro to Minitab
 - Day 2: Statistics
 - Day 3: Statistical Quality Analysis
 - Day 4: Minitab Advanced Topics
- Register early. Seating is limited.

For more information and to register, contact Ralph Moore at 904.620.4256 or e-mail: ralph.moore@unf.edu



Division of Continuing Education
Center for Quality

