

Catalog #	Section	Topic	Units	Course Overview	Credit	Hours
CBTS Process Quality Management (Certificate)						
10-196-200	X00	Managing Customer-Driven Process Improvement			1.15	17.5
			Why Customer Driven?	OPER0121		
			Identifying What the Customer Wants	OPER0122		
			Translating Requirements into Process Goals	OPER0123		
			Understanding Processes	OPER0124		
			Implementing Improvements	OPER0125		
			Managing Process Improvements	OPER0126		
			Managing Customer-Driven Process Improvement Simulation	OPER0120		
10-196-200	X01	Six Sigma Foundations			0.25	3.5
			Six Sigma Introduction	OPER0131		
10-196-200	X02	Six Sigma Team Implementation			2.35	35.5
			Six Sigma: Reducing Variation to Improve Quality	OPER0141		
			Six Sigma: Listening to the Voice of the Customer	OPER0142		
			Six Sigma DMAIC: Defining the Problem	OPER0143		
			Six Sigma DMAIC: Measuring the Process	OPER0144		
			Six Sigma DMAIC: Analyzing the Data	OPER0145		
			Six Sigma DMAIC: Analyzing the Process	OPER0146		
			Six Sigma DMAIC: Improving the Process	OPER0147		
			Six Sigma DMAIC: Controlling the Improved Process	OPER0148		
10-196-200	X03	Six Sigma: Deployment			0.9	13.5
			Six Sigma and the Corporate Enterprise	OPER0161		
			Leadership in Six Sigma	OPER0162		
			Organizational Goals and Objectives	OPER0163		
			History of Organizational Improvement and the Foundations of Six Sigma	OPER0164		
			Overview of Business Process Management	OPER0165		
			The Importance of Metrics to Six Sigma	OPER0166		
10-196-201	X00	Six Sigma: The Define Phase			1.65	24.5
			Define the Six Sigma Opportunity	OPER0171		
			The Six Sigma Project Charter and Plan	OPER0172		
			Six Sigma Team Leadership	OPER0173		
			Six Sigma Team Dynamics and Performance	OPER0174		
			The Six Sigma Change Agent	OPER0175		
			Six Sigma Management and Planning Tools	OPER0176		
			Six Sigma and the Voice of the Customer	OPER0177		
			Six Sigma and Critical Customer Requirements	OPER0178		
			Defining and Mapping the Six Sigma Process	OPER0179		
			Scoping the Six Sigma Project	OPER0181		
10-196-201	X01	Six Sigma: The Measurement Phase			0.95	14
			Process Analysis and Documentation	OPER0191		
			Probability and Statistics	OPER0192		

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			Collecting and Summarizing Data	OPER0193		
			Properties and Applications of Probability Distributions	OPER0194		
			Measurement Systems	OPER0195		
			Analyzing Process Capability	OPER0196		
			Calculating Process Capability	OPER0197		
10-196-201	X02	Six Sigma: The Improve Phase			0.55	8
			Design of Experiments (DOE)	OPER0211		
			Design and Analysis	OPER0212		
			Taguchi and Quality Improvement	OPER0213		
			Experimenting for Process Improvement	OPER0214		
10-196-201	X03	Six Sigma: The Control Phase			0.55	8
			Six Sigma--Statistical Process Control	OPER0221		
			Control Charts and the Pre-control Process	OPER0222		
			Six Sigma--Lean Tools for Control	OPER0223		
			Six Sigma--Measurement System Re-analysis	OPER0224		
10-196-201	X04	Six Sigma: The Analyze Phase			0.7	10.5
			Exploratory Data Analysis	OPER0251		
			Hypothesis Testing	OPER0252		
			Common Tests	OPER0253		
			Variance, Contingency Tables, and Nonparametric Tests	OPER0254		
10-196-202	X00	Six Sigma: The Lean Enterprise			0.8	12
			Lean Concepts	oper_01_a01_bs_enus		
			Non-value added Steps and Tasks	oper_01_a02_bs_enus		
			Lean Tools	oper_01_a03_bs_enus		
			Total Productive Maintenance (TPM)	oper_01_a04_bs_enus		
10-196-202	X01	Six Sigma: Design for Six Sigma Black Belt			0.75	11
			Quality Function Deployment (QFD)	oper_02_a01_bs_enus		
			Robust Design and Process	oper_02_a02_bs_enus		
			Failure Mode and Effect Analysis	oper_02_a03_bs_enus		
			Design for X (DFX)	oper_02_a04_bs_enus		
			Special Design Tools	oper_02_a05_bs_enus		
10-196-202	X02	Six Sigma: Champion Training			0.55	8.5
			Introduction to Six Sigma	oper_03_a01_bs_enus		
			Six Sigma Process Improvement	oper_03_a02_bs_enus		
			Six Sigma Projects and Project Teams	oper_03_a03_bs_enus		
			Managing and Deploying Six Sigma	oper_03_a04_bs_enus		
10-196-203	X00	Lean Manufacturing			1.25	18.5
			Lean Logic	OPER0151		
			Lean Value	OPER0152		

Catalog #	Section	Topic	Units	Course Overview	Credit	Hours
			Lean Techniques	OPER0153		
			Lean Strategies	OPER0154		
10-196-203	X01	ISO 9000:2000 Overview			1.55	23.5
			The Who, What & Why of ISO 9000:2000	OPER0401		
			Building a Quality Management System	OPER0402		
			Quality-minded Management	OPER0403		
			Customer Satisfaction Through Resource Management	OPER0404		
			Processes for Quality Products and Services	OPER0405		
			Continual Quality Improvement	OPER0406		
			Steps for Successful ISO Registration	OPER0407		
			Transitioning from ISO 9000:1994 to ISO 9001:2000	OPER0408		
10-196-203	X02	Logistics Management			0.65	9.5
			Overview of Logistics Management	OPER0321		
			Inventory Management	OPER0322		
			Supply Chain Management	OPER0323		
10-196-203	X03	Supply Chain Management			1.4	21
			The Fundamentals of Supply Chain Management	OPER0501		
			Supply Chain Management Strategies	OPER0502		
			Supply Chain Planning and Inventory Management	OPER0503		
			Supply Chain Management and e-Business	OPER0504		
			Supply Chain Transportation and Facility Design	OPER0505		