

IQC, llc. Course List, 1-800-450-1387, www.4iqc.com, seth@4iqc.com
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Training & Development courses:

Supervisory (Group Leader) Development Program

	COURSE	MODULE
1	Introduction to Supervision	The Supervisor's Role
2		Motivation: A Practical Approach
3		How to Give Work Instructions
4		Basic Communication Skills
5		Resolving Complaints
6		Taking Disciplinary Action
7	Advanced Human Resources Management	The Management Functions
8		Problem Solving & Decision Making
9		The Selection Interview
10		Assessing Employee Performance
11		Developing Your Listening Skills
12		Promoting Creativity & Introducing Change
13	Group Dynamics & Situational Leadership	Supervisory Leadership
14		Team Building
15		Coaching for Improved Performance
16		Time Management & Delegation
17		Running Effective Meetings
18		Career Management & Self Development Analysis
19	Fundamentals of Personnel Law & Management	Summary of Current Laws & Regulations
20		The Vocabulary of EEOA Compliance
21		Equal Employment Opportunity
22		Sexual Harassment
23		The Lawful Employment Interview
24		Discipline & Discharge – A Legal Perspective
25	The Lawful Employment Interview	Interview Skills

26	You & the Union	The Supervisor's Role
27		Progressive Discipline
28		Major Legislation
29	Assessing Employee Performance	Preparation
30		Discussion
31		Follow-up
32	Effective Time Management	
33	Managing Interpersonal Relations	
34	Enhancing Versatility	

The Manager's Series

35	Basic Management Skills	Planning
36		Organizing
37		Controlling
38		Action Oriented Problem Solving
39		Consensus Decision Making
40		Time Management & The Management Cycle
41		Employee Counseling
42		Delegation
43		Effective Management Support
44		Empowerment
45		Enhancing Versatility
46		Influence of the Group
47		Introducing the Management Function
48		Strategic Planning
49		Managing Diversity
50		Business Writing
51		Performance Appraisal
52		Presentation Skills
53		Handling Substance Abuse in the Workplace
54		The Customer Oriented Company
55		Motivation and Your People

The Sales Series

56	Basic Sales	Selling Skills
57		Sales Effectiveness Workshop

58		WAP
59		Account Development
60		SPIN

The organizational Development Series

61	Models for Excellence
62	Customer Satisfaction
63	Business Process Mapping & Analysis
64	Activity-based Costing guidebook
65	Training course design & development process
66	Training Facilitation
67	Employee Survey
68	Quality Survey
69	Job Analysis
70	Training Needs Analysis
71	Job Safety Analysis
72	On-the Job Training
73	Stress Management
74	Operations Management – Overview
75	Career Management & Self-Development Analysis
76	Promoting Creativity & Introducing change
77	Saving Struggling Teams

The Standards Series

78	STANDARD	COURSE
79	ISO 9001:2000 and ISO 9001:2008	Executive Overview
80		ISO 9001:2000 Overview
81		Gap Analysis
82		Understanding ISO 9001:2000
83		ISO 9001—Overview & Auditing
84		Employee Orientation
85		Internal Auditing
86		Lead Auditor
87		Management Representative Practicum
88	ISO/TS 16949:2002	ISO/TS 16949:2002 Auditing
89		ISO/TS 16949:2002 Transition course

90		Understanding ISO/TS 16949:2002
91		Rules for Automotive Certification
92		ISO/TS 16949 Executive overview
93		ISO/TS 16949 Employee Orientation
94		Gap Analysis
95	ISO 14001:2004	ISO 14001 Executive Overview
96		Gap Analysis
97		EMS Implementation Overview
98		Understanding ISO 14001
99		ISO 14000 – Espanola
100		Aspects & Impacts
101		Setting Objectives & Targets
102		Environmental Management System Documentation
103		Internal Environmental Auditing
104		ISO 14001 Employee Orientation
105		Recycling Guidelines
106		Design for Recycling
107		EMS Communications Workshop
108		Executive Overview
109		Medical Device Directive
110		Understanding ISO 13485:2003
111		Gap Analysis
112		Employee Orientation
113		Introduction to Process Validation (ISO 13485)
114	AS9100	Executive Overview
115		Understanding AS9100
116		Gap Analysis
117		Employee Orientation
118		AS9100 Auditor Course
119	TE Supplement	Executive Overview
120		Gap Analysis
121		Understanding the TE Supplement
122		Employee Orientation
123	AG9000	AG9000 Executive Overview
124	ISO 27000	ISO 27000 Overview

125		Implementing the Bioterrorism Act of 2003
126	ISO 17025	Understanding ISO 17025
127		Executive overview
128		Employee Orientation
129		Gap Analysis
130		Workshop on Medical Laboratory Accreditation (ISO 15189)
131	OHSAS 18001	OHSAS Overview
132	TL 9000	Overview

Implementation Series

133	Train-the-Trainer (5 Days)	
134	Introduction to Standards	
135	Planning for Implementation	
136	Establishing a QOS	
137	Implementing an Integration Management System	
138	Quality Management System FMEA	
139	Documentation:	
140	<ul style="list-style-type: none"> • Quality Manual 	
141	<ul style="list-style-type: none"> • Process Based Procedures • Work Instructions 	
142	Developing Employee Training	
143	Master process Flow Workshop	
144	"So, you're being audited?"	
145	Escorting Third Party Auditors	
146	Selecting a Registrar	
147	Managements' Role in Third Party Audits	
148	Layered Process Auditing Overview Training	
149	Layered Process Auditing Implementation Training	
150	Layered Process Auditing Executive and Manager Training	
151	Layered Process Auditing Associate Training	

Core Tools

152	Train-the-Trainer	
153	Advanced Product Quality Planning and Control Plan (APQP/PPAP and CP)	
154	Control Plan Methodology	

155	Advanced Quality Planning (AQP)
156	Failure Modes and Effects Analysis (FMEA)
157	Machinery FMEA
158	Measurement Systems Analysis (MSA)
159	Identifying Statistical Techniques
160	Control Charts
161	Reliability & Maintainability (R&M)
162	Supplier Development
163	Supplier Chain Management
164	Supplier Laboratory Requirements
165	Supplier Quality Auditing
166	Supplier Quality Evaluation and Selection
167	SPC Overview

Continual Improvement Series

168	Implementing Continual Improvement
169	Implementing Continual Improvement in Schools
170	Introduction to Continual Improvement
171	CI Toolkit
172	CI Toolkit for Schools
173	Coach's Notebook
174	Team Communications Modules
175	Statistical Process Control
176	Six Step Problem Solving
177	Finding the Root Cause
178	8-D Problem Solving
179	Global 8-D
180	Benchmarking
181	Customer Satisfaction through Continuous Improvement
182	Tagouchi Techniques
183	Customer Satisfaction
184	Meeting and Exceeding the Diverse Needs of the Customer
185	Introduction to DOE
186	Quality Function Deployment
187	Task Analysis

Introduction to Quality

188	Introduction to Quality
189	The 7 Basic Quality Tools
190	The New 7 QC Tools
191	Excellence in Service

HACCP

192	HACCP Overview
193	Introduction to cGMP
194	Good Food Hygiene
195	Food Safety & Quality

Lean/6 Sigma Series

196	6 Sigma Overview
197	Lean Overview Lean Overview
198	Agile Manufacturing Overview
199	6 Sigma Executive Overview
200	Green Belt Overview
201	Lean Thinking
202	Lean Manufacturing- Value Stream Mapping
203	Lean & Just in Time(JIT)
204	Mistake Proofing Overview
205	Value Stream Mapping Workshop
206	5 S Overview
207	QDF Overview
208	TPM Overview

Operations Management Series

209	The Strategic Importance of Operations Management	Unit 1: Introduction to Operations and Competitiveness
210		Unit 2: Operations Strategy
211	Designing the Operating System	Unit 1: Products and Services
212		Unit 2: Processes and Technologies
213		Unit 3: Facilities
214		Unit 4: Project Management
215	Managing the Supply Chain	Unit 1: Supply Chain Management
216		Unit 2: Forecasting
217		Unit 3: Capacity and Aggregate Planning
218		Unit 4: Inventory Management

219		Unit 5: Just-in-Time and Lean Production
220		Unit 6: Enterprise Resource Planning
221		Unit 7: Scheduling
222	Ensuring Quality	Unit 1: Quality Management
223		Unit 2: Statistical Process Control
224		Unit 3: Waiting Line Models for Service Improvement
225		Unit 4: Human resources in Operations Management

Safety Series

226	Bloodborne Pathogens
227	Personal Protective Equipment
228	Forklift Safety
229	Machine Safety