



QUOTE(S) OF THE MONTH FROM ASQ QUALITY QUOTES:
 “WHEN THE WHOLE WORLD IS SILENT, EVEN ONE VOICE BECOMES POWERFUL.”
 MALALA YOUSAFZAI,
 NOBEL LAUREATE

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Newsletter Chair

Paul Suffredin

General Meeting Information

Welcome

The safety of our members is our top priority. Due to the national COVID-19 emergency, the Fox Valley Section of ASQ will **not host a section meetings or senior leadership meetings in-person and will continue to be held online. If this changes, we will inform members as soon as possible. Thank you for your patience, understanding, and support.

The next general meeting will be held on Tuesday, May 3rd, 2022 via:

WebEx Conference Bridge (Webinar)

Please REGISTER on our website: <https://asq-foxvalley.org/meetinginfo.php?id=263>

Only people who have registered will be sent the meeting link.

Important Notes regarding Registration:

- **Registration closes end of day (midnight) Saturday, April 30, 2022**
 - The meeting link will be sent to all registrants **after** registration closes. You will **not** receive a link to attend without prior registration.
 - Attendees will earn **0.5 RUs**. **Note: RU letters are issued during on-site meetings and via e-mail, normally the next day for Virtual meetings. If the letter does not arrive the next day. Members should contact us right away and not wait until recertification deadline to request the letters. You must attend a minimum of 50% of the meeting to receive your RU credit.**
 - There is no fee for this meeting.
- Etiquette on the call/during the webinar (Online):**
- If possible, join the meeting using the link so that you can see the presentation.
 - Avoid joining from multiple devices if possible, to avoid taking two conference slots.

Tuesday's May 3rd Program

To check Quality of connection.

Log in: 5:45-6:00pm

Scholarship Presentation: 6:00-6:30 pm

Presenter: Renee Webb

Presentation: 6:30-7:30pm

“Impact of Quality on the emerging legal Cannabis Industry”

Presenter: Regina Fullin





TITLE - Impacts of Quality on the emerging legal Cannabis industry.

ABSTRACT

Due to its history as an illegal enterprise, the Cannabis industry has been marginalized, creating a business environment that has driven away legitimate professionals. This de-professionalization of the industry has de-legitimized a potentially life-enhancing product because there has historically been no dedication to quality principles in its development, marketing, sale, and use. Passage of two key marijuana bills, one to permit its marketing, and another to permit scientific study of its compounds, has introduced the world of Quality to this industry. This presentation will provide an overview of the science of cannabis, the problems presented by rapid regulatory changes in the industry, and how cannabis industry professionals will need to adapt to a field in which quality becomes a new "NORML."

Bio for Regina Fullin

Regina is presently Chair of ASQ Section 1212 (Northeastern Illinois Section, and she has served as Programs Chair, and Certification Chair with the section. She also serves in the Food, Drug and Cosmetic Division of ASQ. She holds Certifications as Certified Quality Engineer, Certified Quality Auditor, and Certified Manager of Quality-Organizational Excellence with ASQ,



Letter From The Chair

May 2022

Dear Fox Valley Section 1208 Members,

This month, I want to share some thoughts about finding the “right” organization for your next career opportunity.

Let’s start with a point made in the book, Entrepreneur Voices on Company Culture: happy employees are 12% more productive; unhappy employees are 10% less productive. Thus, we might say the delta in productivity between happy and unhappy employees is roughly 20%.

Assuming most workers prefer to be happy, another book, Trust Factor: The Science of Creating High-Performance Companies, by Paul J. Zak indicates worker happiness is largely related to having a Culture of Trust versus having a Culture of Fear.

The minute we bring up fear, we think of authoritarian, controlling managers and bullies. Evaluating this is often difficult from outside the organization. Some of the following points may help.

Those who are in career transition or searching to change where they work, can try to evaluate prospective hiring organizations according to the following:

Positive signs are:

- (1) The organization has a mission and vision and a set of values that you agree with and that those in the organization know, can describe, and can share with you how they live this mission, vision, and practice this set of values on a day-to-day basis
- (2) There is a high degree of organizational communication
- (3) The staff are encouraged to collaborate—there seems to be a great deal of teaming efforts
- (4) Employee learning and growth are strongly encouraged and supported
- (5) The organizational structure is relatively flat having only three to five levels from top to bottom.

Negative signs are: (in addition to the converse of the above)

- (1) The interviewing managers and staff do not really listen to you—you get the feeling that they really do not want to spare the time to talk and listen to you
- (2) No one seems to know the purpose of the organization—or you get differing and conflicting messages about the purpose of the organization
- (3) The work environment does not support being productive—or is cluttered and not professional
- (4) Staff appear to be divided into silos with little awareness of what other groups contribute—groups or employees have little idea about how they fit in the process flows and systems
- (5) There is great emphasis and value placed on organizational rank—rank seems paramount.

Always try to evaluate prospective organizations before accepting a new position. I hope you find these notes useful in your future career decisions.

Bob Kutter, Section 1208 Chair



Additional Notes and Observations From The Chair

May 2022

Dear Fox Valley Section 1208 Members and Non-Member Addressees,

Also this month, I have noticed a disturbing downward trend in the numbers of our Section Members. I now believe that at least part of this trend has been caused by the Covid-19 Pandemic. We seem to have at least a few members whose ASQ memberships have lapsed just prior to and during this pandemic. I am guessing that this note may not now reach some of these former members, but for those who do receive this, please use the following information extracted from our ASQ Regional Meeting Notes to help reinstate your ASQ Membership.

“Sections are finding that some members didn’t renew during shut downs and peak pandemic periods but are now starting to come back as local events resume. If you have someone in your Section wondering how best to get their membership restored, please direct them to the Customer Care team (contact information and support hours: <https://asq.org/customer-services/contact-asq>)”

And, please feel free to share this information with your peers and contacts who may also be interested in either joining ASQ or reinstating their memberships with ASQ and our Section.

Bob Kutter,

Section 1208 Chair



**May Program Comments From The Chair
May 2022**

Fox Valley Section 1208 Members,
We have put together a special Member Program for you this month. This program will be somewhat longer than our normal standard one-hour program, probably lasting around 90 minutes.

The first part of our program will be the granting of our 2022 Scholarships for the Richard A Maas Scholarship and our Fox Valley Section 1208 Scholarship. These scholarships are largely based on the essays written by the High School student scholarship applicants. Our Scholarship Committee Chair Renee Webb will conduct this part of the program.

Then the second part of our program will be a discussion by Regina Fullin on the topic: "Evolving Quality Requirements For Cannabis". Just based on the title, this definitely sounds interesting. You can find more details in this Newsletter.

Please sign up for this May program and plan to attend. This will be our last member program before the Summer months and we begin our Fall set of programs in September.
Hope to see you there.

Bob Kutter,
Section 1208 Chair



Fox Valley Leadership

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Programs: Hector Rodriguez
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**Scholarship: Rene Webb, Bob Kutter,
Mohammad Khan, & David McDonald**
scholarship@asq-foxvalley.org

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voc@asq-foxvalley.org

Workshops, Certificate Programs, and Certification Prep Web Interactive

ASQ Fox Valley Section Web Interactive Exam Preparation Courses

This is still the perfect time to receive customized, flexible, and virtual ASQ Training for your next certification! More and more people are getting ASQ certified in the Fox Valley Section! Now may be a great time to invest in your career development with a flexible Prep Course taught by our own Education Chair, Chuck Gates. Chuck brings over 40 years of experience in various quality management roles, and he teaches Quality Management and ASQ Certification courses to several colleges and businesses in Illinois. Reach out to the Education Chair for more details.

Please review the Training Catalog or visit <https://www.asq-foxvalley.org> and select the Education tab for more information regarding the schedule of courses and workshops. See list of training at end of newsletter.

Web Interactive Courses can be scheduled on flexible dates and times. Participants must purchase the study materials and pay for Certification Exams.

The Fox Valley Section of ASQ welcomes you and anyone interested in volunteering their time, to attend one of our **Section Leadership Committee (SLC)** meetings. It is during these meetings where decisions and updates are managed for the section. All feedback and participation are appreciated. For more information or if interested in attending a meeting, please contact help@asq-foxvalley.org.

Date 2022 6:30pm	Location
Tuesday ,May 17	webinar
June ,July no meetings	
Tuesday ,August 16th	At this time a Webinar.



Networking Leads for Members in Transition

- **WAG (Winfield Accountability Group)** meets at 8:00am on Monday mornings at the NM/CDH Hospital Café. Contact 630.212.1568 or drmsbb@gmail.com for details and invitation.
- **TUG (Tri-Cities Unemployment Group)** meets 6:30 p.m. on Mondays in St Charles, IL. Contact: TUGCareerServices.org or email: WeCanHelp@TUGCareerServices.org.
- **Mfg. Pros Networking Group** meet on the last Tuesday of the month in Lombard, IL. Contact Juan at: mfgpros@att.net.
- **JDNG (Jobs Driven Networking group)** meets the 3rd Thursday every month 12:00 – 12:50pm at the Wheaton Masonic Lodge to discuss networking tactics and search strategies. Meetings are FREE to attend in person. Contact: <https://drivestaff.com/jdng>
- **North Suburban Cook County- American Job Center-** WWW.NORTHCOOKJOBCENTER.COM
- **Linda Employment Transition –Elgin Community College** lbrubaker@elgin.edu



Manufacturers Upbeat Working Remotely

Nearly 74% of manufacturers said they are optimistic about the future, and adapting and rebounding in the wake of the COVID-19 pandemic, according to a recent survey.

Manufacturers said they are also adopting new technologies and processes for managing production and controlling quality, including 75% who noted more of their workers are now working remotely using cloud-based computing, reported InfinityQS International Inc., a U.S. software developer.

“The impact of coronavirus has been a massive wake-up call for all industries and manufacturing is no exception, particularly as a sector still heavily dependent on manual processes and legacy technologies,” said InfinityQS’s Jason Chester.

For more from the survey, visit <https://tinyurl.com/manufacturers-upbeat-future>.

*Sanders, S. (2020, October). The Progress Report: ASQE. Quality Progress: The Official Publication of ASQ, 53(10), 8-9

Job Submissions

Job submissions should be sent to ASQ.org for distribution to a much larger audience than what the Fox Valley ASQ Section 1208 can provide.

If you want to network a local Quality position, send contact and basic job description to help@asq-foxvalley.org.

LinkedIn Profiles

LinkedIn is a career networking site that also has social aspects. A career searcher’s LinkedIn profile is significant in an effective career search. There is high demand for quality skills in this current career environment. Are you being contacted about opportunities? Are recruiters looking at your LinkedIn profile? For future career networking your long term LinkedIn career network needs to be expanded and maintained. Talk to people in local job clubs for help with LinkedIn.



2022 Future Meeting Dates and Locations

DATE	Location	Speaker	Topic
May 3rd Tuesday	Webinar	Scholarship Committee	Scholarship Presentation
May 3rd Tuesday	Webinar	Regina Fullin	Evolving Quality Requirements for Cannabis.
No meetings June– August			
September 8 Thursday Note change of meeting day.	Webinar-TBD	Elliot Witt	Makerspace-Library partnership with business

Section Scholarships

The Fox Valley Section of the American Society for Quality is pleased to announce the 2022-2023 scholarship program. As in previous years, we will award the Richard A. Maas Scholarship via the local high school and a section scholarship to the graduating high school child or grandchild of an active section member. Applications for the Richard A Maass scholarship were sent to the High Schools in October.

The ASQ Fox Valley section Scholarship is a one-time, monetary award presented to one candidate from the applications received from children and grandchildren of active section members. This Scholarship program is open to high school seniors pursuing a college degree the next academic year at an accredited university or four-year college. The scholarship awards are paid directly to the awardee’s college.

33 Applications for the Richard A. Maas Scholarship.

6 Applications for the Section Scholarship.

2 Scholarships to be Awarded at the May3rd meeting.

Tours

Hopefully during this next year we can do one.

Fox Valley ASQ Section I208 is looking for opportunities to sponsor Quality Tours in the Fox Valley Area.

**Due to circumstances surrounding COVID-19, planned tours for 2021 have been postponed. However, we are still looking for leads for future tours. We want to offer the benefit of Quality professionals available to offer fresh eyes and ideas to help companies with their Quality challenges.*

What are we looking for?

Companies that would like to have 25-30 pairs of fresh Quality eyes visit their operations for networking and dialogue on Quality applications, tactical ideas and new exposure of the great companies in the Fox Valley Area.

What do we need?

Fox Valley Section members that can sponsor a tour at their company or business site. Contact help@asq-foxvalley.org to pursue this opportunity.



UPCOMING CERTIFICATION EXAM DATES

Please check exam dates & deadlines carefully as we will not make exceptions for late applications. All deadlines are at 11:59 p.m. US CST on the date specified.

Computer-Based Testing Dates

ASQ certification examinations are delivered by ASQ's testing partner, Prometric. The examination scheduling instructions in your eligibility letter will direct you to a section of Prometric's website, where you can select and schedule your examination date and location.

ODD-MONTH EXAMS

CQT, CQI, CRE, CFSQA, CMDA, CMQ/

Testing Window	Application Deadline
July 1 - 31, 2022	June 5, 2022
September 1-30,2022*	August 5,2022
*The new CSSBB BoK and new Cissy BoK will be tested in this window.	

CQA,CQE,CQIA,CSQE,CSSGB,CQPA,CCT,CPGP

June1-30-2022	May 5,2022
*August 1-31.2022	July5,2022
October 1-31,2022	September 5,2022
*The new CSSGB BoK will be tested in this window.	

ASQ Fox Valley Section Training Institute



ASQ

Fox Valley Section 1208

NEW!! Training Catalog 2022

The Certification Exam Preparation Courses and Workshops are offered on demand. They will be scheduled when you are ready to engage. The Courses and Workshops are conducted in a virtual, interactive format, one day per week.

Certified Master Instructors with Years of Practical Experience.

Contact education@asq-foxvalley.org with questions.

ASQ Quality Certifications

Certified Quality Engineer (CQE) Exam Preparation Course

The course is intended to prepare candidates to take the ASQ CQE Exam. The following body of knowledge is included: management & leadership, quality systems, product & process design, product & process development, testing & measurements, control & management tools, improvement tools, basic statistics, statistical analysis, and advanced statistics.

CQE Exam Eligibility Requirements: Applicants must have eight years of on-the-job experience in one or more of the areas of the Certified Quality Engineer Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. “Decision-making” is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions.

CQE Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CQE Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions. Course Fee: \$450

CQE Study Materials: Must be purchased by the participant for about \$200.

CQE Exam Fee: \$398 ASQ Members \$498 Nonmembers

The CQE computer-based examination is a one-part, multiple choice 175-question exam and is offered in English only. 160 multiple choice questions are scored and 15 are unscored. Total appointment time is five-and-a-half hours, exam time is 5 hours and 18 minutes.

CQE Exam Dates:

Application Deadline: May 5, 2022

Exam Window: June 1-30, 2022

Application Deadline: July 5, 2022

Exam Window: August 1-31, 2022

Application Deadline: September 5, 2022

Exam Window: October 1-31, 2022

ASQ Quality Certifications

Certified Manager of Quality/Organizational Excellence (CMQ/OE) Exam Prep Course

The course is intended to prepare candidates to take the ASQ CMQ/OE Exam. The following body of knowledge is included: leadership, strategy development, management skills, quality systems, quality models, management tools, statistical analysis, customer focus, supplier management, training, development, and essay questions.

CMQ/OE Exam Eligibility Requirements: Applicants must have at least 10 years of higher education and/or work experience in one or more of the CMQ/OE body of knowledge areas, including 5 years of a decision-making position.

CMQ/OE Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CMQ/OE Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions. Course Fee: \$450

CMQ/OE Study Materials: Must be purchased by the participant for about \$200.

CMQ/OE Exam Fee: \$468 ASQ Members \$568 Nonmembers

The CMQ/OE computer-based examination is a one-part, multiple choice 180-question exam and is offered in English only. 165 questions are scored and 15 are unscored. Total appointment time is four-and-a-half hours, exam time is 4 hours and 18 minutes.

CMQ/OE Exam Dates:

Application Deadline: April 5, 2022

Application Deadline: June 5, 2022

Application Deadline: August 5, 2022

Exam Window: May 1-31, 2022

Exam Window: July 1-31, 2022

Exam Window: September 1-30, 2022

ASQ Quality Certifications

Certified Six Sigma Black Belt (CSSBB) Exam Prep Course

The course is intended to prepare candidates to take the ASQ CSSBB Exam. The following body of knowledge is included: enterprise-wide deployment, process management, team management, DMAIC (define, measure, analyze, improve, and control), statistical process control, design of experiments, failure mode and effects analysis, statistics, and hypothesis testing.

CSSBB Exam Eligibility Requirements: The application for Six Sigma Black Belt requires two completed Six Sigma projects documented by signed affidavits; or one project with a signed affidavit and three years of work experience as it pertains to the CSSBB Body of Knowledge.

CSSBB Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CSSBB Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions. Course Fee: \$450

CSSBB Study Materials: Must be purchased by the participant for about \$200.

CSSBB Exam Fee: \$438 ASQ Members \$538 Nonmembers

The CSSBB computer-based examination is a one-part, 165-question exam and is offered in English only. 150 questions are scored and 15 are unscored. Total appointment time is four-and-a-half hours, exam time is 4 hours and 18 minutes.

CSSBB Exam Dates:

Application Deadline: April 5, 2022

Exam Window: May 1-31, 2022

Application Deadline: June 5, 2022

Exam Window: July 1-31, 2022

Application Deadline: August 5, 2022

Exam Window: September 1-30, 2022

ASQ Quality Certifications

Certified Six Sigma Green Belt (CSSGB) Exam Prep Course

The course is intended to prepare candidates to take the ASQ CSSGB Exam. The following body of knowledge is included: six sigma goals, design for six sigma, define teams, customers, projects, tools, & results, measure data, process analysis, probability, capability, measurement, analyze, improvement techniques, and control concepts.

CSSGB Exam Eligibility Requirements: The application for Six Sigma Black Belt requires three years of work experience with the CSSGB body of knowledge.

CSSGB Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CSSGB Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions. Course Fee: \$450

CSSGB Study Materials: Must be purchased by the participant for about \$200.

CSSGB Exam Fee: \$338 ASQ Members \$438 Nonmembers

The CSSGB computer-based examination is a one-part, 110-question exam and is offered in English only. 100 questions are scored and 10 are unscored. Total appointment time is four-and-a-half hours, exam time is 4 hours and 18 minutes.

CSSGB Exam Dates:

Application Deadline: May 5, 2022

Exam Window: June 1-30, 2022

Application Deadline: July 5, 2022

Exam Window: August 1-31, 2022

Application Deadline: September 5, 2022

Exam Window: October 1-31, 2022

ASQ Quality Certifications

Certified Six Sigma Green Belt (CSSYB) Exam Prep Course

The course is intended to prepare candidates to take the ASQ CSSYB Exam. The following body of knowledge is included: six sigma fundamentals, define phase, measure phase, analyze phase, improvement, and control phases.

CSSYB Exam Eligibility Requirements: The Six Sigma Yellow Belt certification requires no education or work experience.

CSSYB Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CSSYB Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions. Course Fee: \$450

CSSYB Study Materials: Must be purchased by the participant for about \$200.

CSSYB Exam Fee: \$294 ASQ Members \$394 Nonmembers

The CSSYB computer-based examination is a one-part, 85-question exam and is offered in English only. 75 questions are scored and 10 are unscored. Total appointment time is two-and-a-half hours, exam time is 2 hours and 18 minutes.

CSSYB Exam Dates:

Application Deadline: April 5, 2022

Exam Window: May 1-31, 2022

Application Deadline: June 5, 2022

Exam Window: July 1-31, 2022

Application Deadline: August 5, 2022

Exam Window: September 1-30, 2022

ASQ Quality Certifications

Certified Supplier Quality Professional (CSQP) Exam Review Course

The Certified Supplier Quality Professional tracks data, identifies improvement projects, and manages cross-functional implementation to improve performance of key components and suppliers. The CSQP body of knowledge includes: supplier strategy, supply chain lifecycle management, cost analysis, risk-based strategy, supplier performance monitoring, supplier quality management, relationship management, communications, business governance, leadership, collaboration, ethics, and compliance.

CSQP Exam Eligibility Requirements: You must have eight years of on-the-job experience in one or more of the areas of the Certified Supplier Quality Professional Body of Knowledge. A minimum of three years of this experience must be in a decision-making position.

CSQP Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CSQP Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions. Course Fee: \$450

CSQP Study Materials: Must be purchased by the participant for about \$200.

CSQP Exam Fee: \$398 ASQ Members \$498 Nonmembers

The CSQP computer-based examination is a one-part, 165-question exam and is offered in English only. 150 questions are scored and 15 are unscored. Total appointment time is four-and-a-half hours, exam time is 4 hours and 18 minutes.

CSQP Exam Dates:

Application Deadline: April 5, 2022

Exam Window: May 1-31, 2022

Application Deadline: June 5, 2022

Exam Window: July 1-31, 2022

Application Deadline: August 5, 2022

Exam Window: September 1-30, 2022

ASQ Quality Certifications

Certified Quality Auditor (CQA) Exam Review Course

The course is intended to prepare candidates to take the ASQ CQA Exam. The following body of knowledge is included: auditing fundamentals, auditor competencies, audit preparation, audit performance, audit reporting, audit follow-up & closure, audit business applications, quality tools, and techniques.

CQA Exam Eligibility Requirements: Applicants must have at least 8 years of higher education and/or work experience in one or more of the areas of the CQA Body of Knowledge, including a minimum of 3 years in a decision-making position.

CQA Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CQA Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions. Course Fee: \$450

CQA Study Materials: Must be purchased by the participant for about \$200.

CQA Exam Fee: \$398 ASQ Members \$498 Nonmembers

The CQA computer-based examination is a one-part, multiple choice 165-question exam and is offered in English only. 150 multiple choice questions are scored and 15 are unscored. Total appointment time is five-and-a-half hours, exam time is 5 hours and 18 minutes.

CQA Exam Dates:

Application Deadline: May 5, 2022

Application Deadline: July 5, 2022

Application Deadline: September 5, 2022

Exam Window: June 1-30, 2022

Exam Window: August 1-31, 2022

Exam Window: October 1-31, 2022

Other Certification Exam Preparation Courses

These ASQ Certification Exam Preparation Courses Are Also Available Upon Request:

Certified Reliability Engineer (CRE)
Certified Quality Improvement Associate (CQIA)
Certified Quality Process Analyst (CQPA)
Certified Quality Inspector (CQI)
Certified Quality Technician (CQT)
Certified Quality Software Engineer (CQSE)

These Certification Exam Preparation Courses Are Also Available Upon Request:
Certified Associate in Project Management (CAPM)
Society for Human Resource Management: Certified Professional (SHRM-CP)

SME Certifications

Lean Bronze Certification (LBC) Exam Review Course

The Society of Manufacturing Engineers (SME) offers a Lean Bronze Certification Exam. The American Society for Quality (ASQ) is also affiliated with LBC. The Lean Bronze Certification is also available to non-members. There are no education or work experience requirements

Phase I – Exam

Exam content is linked to the Lean Bronze Body of Knowledge. Candidates are expected to successfully pass the 172-question, 3-hour exam before moving to the portfolio phase.

Phase II – Portfolio

Lean Certification candidates continually exercise their Lean knowledge by participating in activities in which they apply Lean principles and tools. At the Bronze-Level, practitioners demonstrate their experience through the development of their Lean portfolio. 80 hours of education/training, five tactical projects, and portfolio reflection within a three-year timeframe after the exam.

LBC Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

LBC Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions.

LBC Study Materials: Fundamentals of Manufacturing Package (\$150) must be purchased at www.sme.org

LBC Exam Content: Download LBC BOK.pdf at www.sme.org

LBC Exam Fee: \$439 SME members and \$599 nonmembers

The LBC Computer-Based Exam can be proctored on site.

SME Certifications

Certified Manufacturing Technologist (CMfgT) Exam Prep Course

The Web interactive course is expected to prepare candidates to the SME Certified Manufacturing Technologist Exam (CMfgT) Exam. The body of knowledge consists of mathematics, applied & engineering sciences, materials, product & process design & development, manufacturing process applications, operations, production systems, equipment design, automated systems, controls, quality, continuous improvement, manufacturing management, and personal effectiveness.

CMfgT Exam Eligibility Requirements: 4 years of combined manufacturing-related education and/or experience.

CMfgT Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CMfgT Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions.

CMfgT Study Materials: Fundamentals of Manufacturing Package (\$150) must be purchased at www.sme.org

CMfgT Exam Requirements: Download CMfgT BOK.pdf at www.sme.org

CMfgT Exam Fee: \$245 SME members and \$490 nonmembers

The CMfgT Computer-Based Exam can be proctored on site.

SME Certifications

Certified Manufacturing Engineer (CMfge) Exam Prep Course

The Virtual course is expected to prepare candidates to take either the SME Certified Manufacturing Engineer Exam (CMfge). The body of knowledge includes: mathematics, applied & engineering sciences, materials, product & process design & development, manufacturing process applications, operations, production systems, equipment design, automated systems, controls, quality, continuous improvement, manufacturing management, and personal effectiveness.

CMfge Exam Eligibility Requirements: 8 years of combined manufacturing-related education and/or experience, including a minimum of 4 years of work experience.

CMfge Exam Prep Regular Course: Six, 2-Hour Virtual Sessions. Course Fee: \$900

CMfge Exam Prep Accelerated Course: Three, 2-Hour Virtual Sessions.

CMfge Study Materials: Fundamentals of Manufacturing Package (\$150) must be purchased at www.sme.org

CMfge Exam Content: Download CMfge BOK.pdf at www.sme.org

CMfge Exam Fee: \$275 SME members and \$520 nonmembers

The CMfge Computer-Based Exam can be proctored on site.

3-Hour Instructor-Led Workshops (\$150) Earn Continuing Education Units (CEUs)

- ❖ **Lean & Six Sigma Best Practices**
Lean Principles, Six Sigma Fundamentals, Lean versus Six Sigma, Best Practices, Training, Practical Lean and Six Sigma Examples, Sustaining the Gains. Potential Professional Certifications: Lean Bronze Certification (LBC), Certified Six Sigma Green Belt (CSSGB), Certified Six Sigma Black Belt (CSSBB).
- ❖ **Project Management Best Practices**
Project Management Body of Knowledge, Five Project Management Process Groups, Ten Knowledge Areas, Forty-Seven Processes, Organizing for Effective Project Management, Sustaining the Gains of Projects. Potential Professional Certifications: Certified Associate in Project Management (CAPM) and Project Management Professional (PMP).
- ❖ **Quality Management System ISO 9001:2015**
QMS Fundamentals, ISO 9001:2015 QMS International Standard Certification, Organization Context, Leadership, Planning, Support, Operation, Performance Evaluation, Improvement, Internal Audit.
- ❖ **Statistical Process Control (SPC)**
Variable Control Charts, Attribute Control Charts, Common Causes and Special Causes, Sources of Variability, Control Limits, Control Chart Analysis, Control Chart Rules, Process Capability (Cp and Cpk), and Practice Exercises.
- ❖ **Continuous Process Improvement (CPI)**
Review Nearly All of the Continuous Process Improvement (CPI) Tools, Advantages and Disadvantages of Each CPI Tool, Determine the Two Critical Processes that Need Improvement, Select Two Continuous Process Improvement Tools to Get Started, Metrics for Improvement, and CPI Best Practices.

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- ❖ **Financial Analysis and Cost Estimating**
Income Statement (Revenue – Expenses = Net Income), Balance Sheet (Assets – Liabilities = Owner's Equity), Depreciation Methods, Cash Flow Report (Positive Cash Flow – Negative Cash Flow = Net Cash Flow), Improving the Financial Results, Return on Assets (ROA), Return on Investment (ROI), Cash-to-Cash Cycle Time, Cost Estimating Fundamentals, Fixed Costs and Variable Costs, Breakeven Analysis, Economics and Sustainable Competitive Advantage, Time Value of Money, Capital Projects, Expense and Cost Reduction Projects.
- ❖ **Forecasting Accuracy Improvement**
Short-Term Forecasting Methods, Long-Term Forecasting Methods, Measuring Forecast Accuracy, Current Forecast Accuracy, Future Forecast Accuracy Objective, and Improving Forecast Accuracy.
- ❖ **Labor Relations Best Practices**
Human Resource Policies, Practices, and Procedures, Employment and Labor Laws, Employer and Employee Rights, Progressive Discipline Process, Managing Labor in a Union-Free Environment, Managing Labor in a Union Environment, and Human Resource Management.
- ❖ **Customer Relationship Management (CRM)**
Customer Service and Customer Satisfaction, Defining Customer Expectations: Explicit, Implicit, Static, Dynamic, Technological, Interpersonal, & Situational, Voice of the Customer, Customer Segmentation, Four Main Customer Categories, One-to-One Marketing, Demand Forecast Accuracy, Excellence in Order Fulfillment.
- ❖ **Risk Management ISO 31000**
Risk Management Basics, Risk Planning, Risk Assessment, Risk Analysis, Risk Mitigation

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- ❖ **Leadership & Management Best Practices**
Leadership Principles, Management Functions, Ethics and the Code of Conduct, Situational Leadership Model, SMART Goals, Management by Objectives (MBO), Effective Performance Evaluations, Employee Mentoring and Development, Hiring the Best, Incentives, and Employee Retention.
- ❖ **Advanced Statistics and Hypothesis Testing**
Normal Probability Distribution, Binomial Probability Distribution, Poisson Probability Distribution, Regression Analysis and Correlation, Confidence Intervals, Hypothesis Testing, and Design of Experiments (DOE).
- ❖ **Industry 4.0, Manufacturing 4.0, Smart Factory and Digital Transformation**
The Fourth Industrial Revolution, Cyber-Physical Systems, Factory of the Future, New Technologies, Automation and Robotics, Advanced Computer Capabilities, Connected Supply Chain, Adoption of Manufacturing Execution Systems, Use of Emerging Technologies in Manufacturing, Manufacturing Evolution, Three Pillars of Manufacturing 4.0, Lean and Manufacturing 4.0, Implementation Strategies, Digital Manufacturing, Automated Manufacturing, Additive Manufacturing, Human Machine Interface, Advanced Sensors, Machine Monitoring, Machine Technologies, Instrumentation and Control Systems.
- ❖ **Supply Chain Management Best Practices**
Supply Chain Infographic: Understanding the Supply Chain, Three Flows (Information, Product, and Cash), Supply Chain Entities (Suppliers, Logistics Providers, Manufacturers, Distributors, End Users), Supply Chain Processes, Supply Chain Drivers and Metrics, Demand Forecasting, Transportation Management, Warehouse Management, Inventory Management. Potential Professional Certifications: Certified in Production and Inventory Management (CPIM), Certified in Logistics, Transportation, and Distribution (CLTD), Certified Supply Chain Professional (CSCP).

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❖ **Auditing Fundamentals**

Types of Quality Audits, Purpose and Scope of Audits, Criteria to Audit Against, Audit Process and Responsibilities, Corrective and Preventive Action (CAPA), Audit Documentation, Objective Evidence, and Reporting, Auditor Competencies, Auditing Standards ISO 19011:2011, Auditing Best Practices. Potential Professional Certification: Certified Quality Auditor (CQA)

❖ **Quality 101 – Fundamentals**

Quality Management System, Quality and Planning Tools, Inspection and Testing, Continuous Quality Improvement Tools, Corrective and Preventive Action (CAPA), Control Charts. Potential Professional Certifications: Certified Quality Improvement Associate (CQIA), Certified Quality Process Analyst (CQPA), Certified Quality Technician (CQT), Certified Quality Inspector (CQI), Certified Quality Engineer (CQE), Certified Manager of Quality/Organizational Excellence (CMQ/OE).

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❖ **Supplier Quality Fundamentals**

Supply Chain Strategy, Supplier Lifecycle Management, Supplier Agreements and Contracts, Risk Management, Supplier Selection and Part Qualification, Supplier Performance Monitoring and Improvement, Supplier Quality Management, Relationship Management, Business Governance, Ethics, and Compliance. Potential Professional Certification: Certified Supplier Quality Professional (CSSQP).

❖ **Hiring Best Practices**

Reactive versus Proactive Hiring, Projection of Job Openings (Talent Needs), Wide Variety of Sources for Qualified Job Candidates, Potential Hiring Categories: Leased (Contract), Part-Time, Full-Time, Intern, Temporary, Outsource, Creating a Talent Pool, Structured Interview Process (Targeted Selection), Pre-Employment Screening and Background Check, and Effective Onboarding of New Employees.

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