



## effectiveness group management training

... because knowledge is your most valuable asset

courses offered (course descriptions on back)

- Introduction to Project Management (3 days)
- Introduction to Activity-Based Costing (1 day)
- Designing and Implementing a Balanced Scorecard (2 days)
- Fundamental Quality Control Principles and Techniques (3 days)

value

- **Highly qualified instructors**
- Flexible scheduling, at your site or offsite
- Engaging, active-learning approach
- Valuable course materials and take-aways for use on the job
- **Exam-based certificates of achievement**

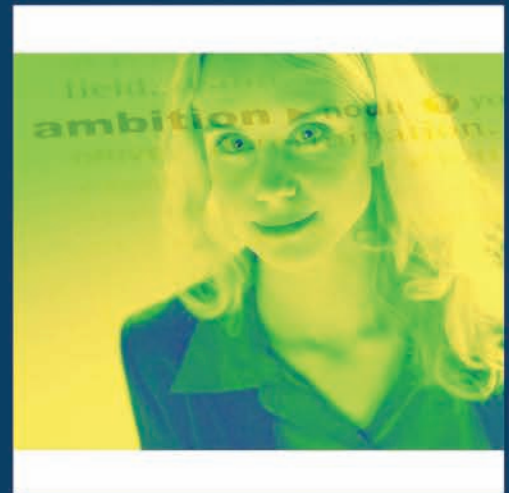


## Course Highlights

- **Introduction to Project Management (3 days)**. Project initiation, charters, and stakeholders. Planning the project, project execution, monitoring and control. Managing change, communications, and risk. Quality assurance. Work breakdown structures. Estimating costs and duration. Resource planning and schedule development. Project measurement and reporting. Close-out and on-going control. Alternative project methodologies and frameworks.
- **Introduction to Activity-Based Costing (1 day)**. Traditional cost accounting versus activity-based costing. Realistic modification of ABC. Applications of ABC (determining profitability of products, services, and customers; addressing high-cost resources performing low-value activities; input to your pricing model; identifying excess resource capacity; ABC for accurate budgeting; ABC for justifying a merger or acquisition).
- **Designing and Implementing a Balanced Scorecard (2 days)**. Lead versus lag measures and the need for the Balanced Scorecard. The balanced scorecard as a strategic alignment and management tool. The four perspectives. Common metrics for balanced scorecards. Metric evaluation and definition. Data gathering and dashboarding. Communication and implementation: cascading the scorecard.
- **Fundamental Quality Control Principles and Techniques (3 days)**. The pioneers of scientific management. Approaches to quality control: TQM, the Theory of Constraints, Six Sigma, and Lean. The DMAIC process. Gathering the voice of the customer (VOC) and the voice of the business (VOB). Identifying critical-to-quality (CTQ) factors. SIPOCr. Project charters. Process mapping. Using quality control matrices. FMEA. MSA and Gauge R&R. Run charts and control charts. Causes and types of variation. Process capability and re-engineering. Principles of Lean: the value stream, just-in-time, pull versus push, takt time, *kaizen* and *kaikaku*.

## Costs and Class Sizes

- \$425 per person per day (includes course materials and take-aways)
- Minimum of 3 persons, maximum of 15



## Contact

To arrange training for your staff, contact Bob Shepherd @ 1-978-985-2008 or [Robert.Shepherd@effectivenessgroup.com](mailto:Robert.Shepherd@effectivenessgroup.com)

Visit our website at

[www.effectivenessgroup.com](http://www.effectivenessgroup.com)