

SMART Training

Quality Improvement

Strategic workplace excellence



*Meet the changing needs
of a global economy.
Align your people,
systems and actions.*



**Learning
Designs**
SMART Employee Performance Solutions

Quality is Your Defining Difference

Embrace Operational Excellence

Your organization is defined by the quality of its products, processes and services.

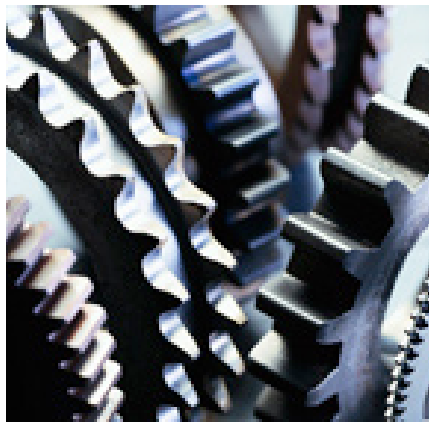
Our **Quality Improvement** suite provides critical knowledge and innovative applications that enhance the productivity and profitability of your organization.

Achieving operational excellence involves integrating people, systems and actions. We designed our Quality Improvement courses to provide powerful solutions that align with your organization's goals.

Whether you are seeking instruction on the fundamentals of quality or require high-level training in quality management systems, we offer diverse skill-building units in:

- ✓ Quality Tools
- ✓ Basic Statistics
- ✓ Process Mapping
- ✓ Problem Solving
- ✓ Error Proofing
- ✓ Lean Thinking
- ✓ Advanced Quality Planning
- ✓ Six Sigma

Create a culture that is agile and can meet the changing needs of a global economy. Explore our Quality Improvement training and embrace operational excellence.



High Expectations

Today's customers expect high-quality products, produced at lower prices, and delivered in record time. Meeting the quality demands of customers presents significant challenges, particularly for small to mid-sized companies with limited resources.

Build Relationships

Quality is all about customer-supplier relationships. Every stakeholder is really just a different type of customer with different requirements.

Stand Out

Customers recognize that quality is an important attribute in products and services. Suppliers recognize that quality can be an important differentiator between their own offerings and those of competitors.

People Drive Quality

Common differentiators between the success and failure of quality improvement programs include commitment, knowledge, expertise to guide improvement, scope of change desired, and adaption to enterprise cultures.

Never underestimate the "people factors" when selecting a quality improvement approach. Any quality improvement initiative takes time to implement, gain acceptance, and stabilize as an accepted practice.

Quality Improvement Suite Overview

Fundamentals of Quality

- ✓ Quality Tools
- ✓ Basic Statistics
- ✓ Process Mapping
- ✓ Problem Solving - 5 Why
- ✓ Error Proofing

Quality Management Systems

- ✓ ISO 9001: 2000
- ✓ Process Auditing
- ✓ ISO 14001: 2004
- ✓ ISO 13485: 2003
- ✓ ISO 17025: 2005
- ✓ ISO/TS 16949: 2004

Lean Training

- ✓ Management Overview
- ✓ Lean Culture (Kaizen Applications)
- ✓ Lean Accounting and Measurables
- ✓ Value Stream Mapping
- ✓ Quick Changeover
- ✓ Total Productive Maintenance
- ✓ Poka Yoke
- ✓ Cellular Flow
- ✓ Visual Workplace
- ✓ Standardized Work

Six Sigma

- ✓ Six Sigma Overview
- ✓ Six Sigma Green Belt
- ✓ Six Sigma Black Belt and Certification
- ✓ Design Applications for Six Sigma



LDI Solutions

“The SMART Approach”

Our products and services are, in one word, SMART – seamless, measurable, accountable, responsive, and technology-driven:

- ✓ **Seamless** because they easily integrate into your enterprise
- ✓ **Measurable** because they are designed to meet your performance objectives
- ✓ **Accountable** because the results align with your business goals and ROI
- ✓ **Responsive** because they are flexible and customizable
- ✓ **Technology-driven** because they leverage the most effective, innovative techniques and delivery systems

Ensure Continual Quality

“Partner with a Respected Industry Leader”

Write us at: info@learningdesigns.com

Visit us at: www.learningdesigns.com

Headquarters

Learning Designs, Inc.
2609 Crooks Road
Troy, Michigan 48084
Phone: (248) 269-0808
Fax: (248) 269-0809

Southwest Regional Office

Learning Designs, Inc.
3401 Louisiana Street, Suite 155
Houston, TX 77002
Phone: (866) 597-8200
Fax: (248) 269-0809

Innovative Outlook

‘Return on Integration’

It's no secret that we are big proponents of measurable ROI, but not just in financial terms. At Learning Designs, we offer the highest ROI – Return on Integration – for your organization because our products and services:

- ✓ Promote continuous improvement through learning
- ✓ Engage and empower your employees
- ✓ Provide data that allows you to measure results
- ✓ Foster a knowledge-based culture
- ✓ Protect your investment in employees
- ✓ Position your company as an “employer of choice”



SMART Employee Performance Solutions