



ISO Standards



Our consultants help you set up your entire quality management system (QHS) team and/or maintain your QMS and maximize results.

❑ Root Cause Analysis

Identifying barriers, causes, and the core of a problem, and changes needed to ensure it goes away ... forever

❑ Failure Modes Effects Analysis (FMEA)

Determining what might go wrong, how often, and ease of detection, then, applying interventions to eliminate the risk

❑ Planning Manufacturing Processes

Proper planning techniques for streamlining

❑ Basic & Advanced Statistical Processes (SPC)

Monitoring and controlling processes through the use of statistical methods for minimizing or eliminating waste – Predicting what is likely to happen based on what has happened

❑ ISO 9001:2008 Overview

Establish and update quality management systems (QMS); learn best practices of other product and service organizations

❑ ISO 9001:2008 Implementation

Step-by-step process implementing ISO 9001:2008

❑ ISO 9001:2008 Process Audit Training

Learn the ISO 9001:2008 “Process Approach”

• ISO 14001 Implementation

Tools to save money and be environmentally friendly

• ISO 14001 Audit Training

Audit your effects on the environment and cost cutting

• TS 16949 Implementation

ISO 9001:2008 with “teeth” for automotive

• TS 16949 Auditing

Audit practices taught for the automotive standard

Lakeland
COMMUNITY COLLEGE
CENTER FOR BUSINESS & INDUSTRY

7700 Clocktower Drive
Kirtland, OH 44094
440.525.7538
www.lakelandcc.edu/cbi

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Business Process Improvement

Six Sigma/Lean/Quality

ISO Standards

Training Solutions



We find strengths and fill gaps with affordable, customized training solutions.



The Center for Business & Industry is in the “Business” of Training.

Six Sigma/Lean/Quality



Training and consulting solutions using highly disciplined and proven strategies and processes to help companies reach measurable goals.

Beyond continuous improvement – innovation is a “must” to stay competitive and profitable.

❑ Six Sigma Breakthrough Methods

Implement impeccable quality products and/or services with proven bottom line results by identifying and minimizing variability in workplace processes

❑ Team Orientation Problem Solving (TOPS)

Building effective teams and fostering a problem-solving culture to identify, correct and eliminate recurring problems in a systematic way

❑ Theory of Constraints (TOC)

Discover time traps and how to clear the bottlenecks



❑ Process Innovation

Beyond Continuous Improvement - A blend of Lean, Six Sigma, TOC, and TOPS

❑ Value-Stream Mapping

Finding time traps, complexities and impediments to process flow

❑ Lean Manufacturing

Implement the Lean approach to eliminate waste, and to streamline both processes and systems

❑ Lean Thinking

Applied to the office, healthcare or transactional environment

❑ Achieving Velocity Using Lean Methods

In manufacturing and service environments



❑ Workplace Organization through the Use of the Five S's and Visual Management

Reduce searching, bending, stooping and reaching. Provide *what* is needed, *where* it is needed, *when* needed.



❑ How to Think About Data

Use performance metrics to improve Return on Invested Capital (ROIC) and shareholder value. Respond to statistical signals; avoid reacting to noise and thus creating additional variation.

❑ Quality Systems Documentation

Properly document only what you need; less is more

❑ 8D

Identify, correct and eliminate recurring problems



The Center for Business & Industry (CBI) offers training at our location or yours, whichever is most convenient. Our training center is equipped with personal computers in an environment conducive to learning. Alternatively, our Portable Application Lab is equipped with laptop computers, allowing us to bring the training to you.