



**"Navigating Today's Whitewater Economy"**

## Total Insight Courses Offered

All courses below can be offered on-site at your location. "Public Events" are available for the courses marked (with an asterisk\*). Check our event calendar for public events at [www.totalinsight.com](http://www.totalinsight.com).

For pricing, contact Brenda Erich at [berich@totalinsight.com](mailto:berich@totalinsight.com) or call 828-485-5032.

### BQ Courses (Business Improvement Quotient):

- **\*Lean Certification Course (Green Belt):** 3-week public course designed for internal "continuous improvement" leaders that covers all of our lean courses with simulations, "Leading at the Speed of Trust" by Franklin Covey, on-line assessments by Profiles International, and a 3-day kaizen event on-site at one of our clients. See the detailed brochure for this event on the website, and inform us if you or someone in your organization would want to be included in the next session that is offered!
- **\*Intro to Lean:** A 28-hour introduction to the basics of "Lean Manufacturing" complete with factory simulation, value stream mapping, 5S, and "Lean Office". These courses can be offered in 4-hour blocks of time spread over series of weeks. This is enough information to get your internal change agents started on their journey.
- **\*Learning to See" – Value Stream Mapping:** An 8-hour course that involves students in learning to draw current and future state maps. This lean tool is valuable early in the journey in "seeing" where to focus your efforts based on your strategic goals.
- **\*Lean Office:** An 8-hour introduction to office process improvement with lean simulation.
- **Executive Lean:** A 4-Hour course with case study that helps the executives know what to expect in a lean journey. Lean is not a "magic pill" for your organization, and our teams' operational experience is shared openly in this session to help you prepare your culture for the journey.
- **\*Lean Leader:** A 4-hour course exploring some of the cultural issues you will face in your organization as the "lean leader" along with how to prepare for a kaizen event.
- **Standardized Work:** A 4-hour course involving the basics of point Kaizen and standardization of work with use of correct tools.
- **Changeover Reduction:** A 4-hour session teaching the tools and techniques used to improve set up reduction that allows flexibility in manufacturing and reduced work-in-process inventories.

## BQ Courses (Business Improvement Quotient) continued:

- **Lean Basics:** An 8-hour session to instruct the “principles” of lean utilizing a factory simulation. Clients are challenged to implement the information taught throughout the session by taking a kaizen approach to attacking the flow problems. Results are shared with a profit & loss approach to tie accounting principles to lean implementation.
- **Total Productive Maintenance (TPM):** A 4-hour session to instruct the principles behind total productive maintenance and the tools to use to reach “zero fails” on your equipment.
- **History of Lean Manufacturing:** A 4-hour session showing the beginnings and progression of the Toyota Production system. This course is great for companies that have been on their journey for some time, but struggle to explain “why” these methods are used in certain situations.
- **Managing for Daily Improvement (MDI):** A 4-hour session highlighting the tools for managing improvement complete with a simulation. This course is designed for shop-floor and office leaders that have to manage the process.
- **A3 Storyboards:** A 2-hour session in the creating and use of an A3 Storyboard. Do you struggle with how to visually explain what the project scope, direction, and timeline is for a given problem? This is the tool that pulls all of those components together.

## CQ Courses (Community Quotient):

- **The 7 Habits® – Signature Program:** This 3-day course is offered by a certified Franklin Covey facilitator. It sets the foundation for effectiveness as a professional by increasing productivity, restoring balance, and developing greater maturity & responsibility.
- **\*Leading at the Speed of Trust™:** This 2-day course is based on *The New York Times* best-selling book. “Nothing is as fast as the speed of trust. The ability to establish, extend, and restore trust with all stakeholders –customers, business partners, investors, and co-workers – is the key leadership competency of the new global economy.” - Stephen M. R. Covey

## EQ Courses (Execution Quotient):

- **“Hoshin Kanri – Strategy Deployment:** 2-day course with an executive team or site leadership team to teach the Japanese principles of policy deployment. Strategic goals are developed on-site with your leadership team to help drive the lean journey. This session can be shortened or lengthened depending upon your team’s needs and experience in this process.
- **“Institutionalized Focus and Execution”:** These Franklin Covey courses can be delivered on-site with a certified Franklin Covey facilitator:
  - **The 4 Disciplines of Execution™: Team Work Session**” (specific team)
  - **The 4 Disciplines of Execution™: Manager Certification**” (culture of execution)



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