EBRC Course Library

Introduction

This document is intended to illustrate the breadth and depth of the offerings EBRC makes available to our college partners and is only a partial listing of the classes available in our library.

This is a dynamic document and we are continually adding to and updating this listing.

If the class you need is not listed here or you are interested in a custom blended solution, please contact:

Table of Contents

CAD/CAM/PLM……10

CATIA…… 10

Unigraphics NX ……10

Creo (Pro E)……10

Windchill……11

Solid Works……11

AutoCAD……11

Courseware Development and Technical Writing……12

Environmental Safety……13

Information Technology……14

Analysis and Design……14

Service Oriented Architecture…….……14

Object Oriented Design……14

Agile Development……...14

Business Analysis and Design……..15

Software Testing and Quality……...15

Data Modeling……..16

Capability Maturity Model Integrated (CMMI)……..…16

Cyber Security……..…16

Information Security Governance…….16

IT and Information Security Governance……16

Risk Management……....16

Performance Management…… .16

Resource Management…….16

Information Security Management……....17

Laws, Regulations and Standards……17

Certification…….17

Good Practices…….17

Computer Forensics…….17

Vulnerability, Penetration and Other Testing……..…17

Technology……..18

Other Cyber Security Classes……18

Citrix……18

CompTIA……19

Databases and Business Intelligence……19

Oracle Programming……19

Oracle Administration……19

DB2 UDB for Z/OS……20

DBR UDB for UNIX/Windows……20

Data Mining and Data Warehousing……20

SQL……20

Crystal Reports……20

Business Objects……21

Hyperion……21

Microsoft SQL Server……21

IBM – Mainframe and Midrange……22

Z/OS……22

DB2 UDB for Z/OS……22

Z/OS Security……23

COBOL……23

CICS……23

VSAM……...23

Application Tools……..23

SAS……..….24

EASYTRIEVE……24

Operations……24

IMS……24

AS/400……...……24

Assembler……...24

Internet Development……....25

.NET……..…25

JAVA……...…25

J2EE……26

XML……26

COLDFUSION……....26

Website Development……...27

WEBSPHERE/RAD……....27

WEBSPHERE MQ……...…27

WEBLOGIC……28

Web Services……28

Web Server……....28

Authorized JBOSS……....28

iOS.....29

Microsoft – Network and Security.....29

Microsoft Operations Manager.....29

Microsoft SharePoint.....29

Microsoft SQL Server.....29

TCP/IP.....30

CISCO Routing and Internetworking.....30

Network Security.....30

PC Applications.....30

VMWARE.....30

Microsoft Windows Server.....30

Programming Languages.....31

J2EE.....31

.NET.....31

JAVA.....31

PERL.....32

C & C++ Programming.....32

COBOL.....32

PowerBuilder.....32

REXX……32

SAS……33

Assembler……...33

Project Management……33

Project Management Tools……..…33

SAP……33

Service Management……34

ITSM/ITIL……..34

CA Operations Management……...34

CA-OPS/MVS……35

TIVOLI……...35

SA/390 & OPC……35

BMC Control……...35

Microsoft Operations Manager……35

Change Management……...36

UNIX (AIX/SOLARIS/HP-UX/LINUX)……36

UNIX and LINUX……..36

LINUX……36

HP-UX……36

AIX……..…36

PERL……37

RED HAT LINUX……...37

SOLARIS……..37

Leadership and Supervisory Skills……38

Logistics and Supply Chain Management……40

Manufacturing……41

Program and Project Management……..43

Quality/Lean/Six Sigma/ISO.....45

ISO……..45

Lean……..46

Six Sigma……46

Quality……47

Sales and Customer Service……...48

CAD/CAM/Product Life Cycle Management (PLM)

CATIA

V5 Fundamentals
V5 Advanced Modeling
V5 Surface Design
V5 Manufacturing
V6 Fundamentals
V6 Manufacturing
SmarTeam
V6 ENOVIA

Unigraphics NX

Fundamentals
Intermediate NX Design and Assemblies
Advanced Assemblies
NX Free Form
NX 7.5 Update
Sketch Outline
NX Overview for Moderate Users
NX New User Training
NX Drafting Essentials
NX Boot Camp for Managers
Teamcenter Visualization
Basic Design
Synchronous Modeling and Parametric Design
Mechanical Free Form Modeling
Design for the Experienced CAD User
Large Assembly Management
Manufacturing Fundamentals

Creo (formerly Pro/Engineer)

Update to Creo Parametric 2.0 from Creo Elements/ pro 5.0
Update to Creo Parametric 2.0 from Pro/Engineer Wildfire 4.0
Introduction to Creo Parametric 2.0
Advanced Modeling Using Creo Parametric 2.0
Advanced Assembly Design Using Creo Parametric 2.0
Detailing Using Creo Parametric 2.0
Surfacing Using Creo Parametric 2.0

Windchill

Building Windchill Structures with Windchill Service Information Manager 10.1
Building Publication Structures with Windchill Service Information Manager 10.1
Configuring Parts List with Windchill Service Parts 10.1
Introduction to Windchill Service Information Manager 10.1
Business Administration of Windchill Service Information Manager 10.1
Introduction to Windchill Quality Solutions 10.1

SolidWorks

Advanced Part Modeling
Advanced Assembly Modeling
Advanced Surface Modeling
Essentials
SolidWorks Enterprise PDM

AutoCAD

AutoCAD/AutoCAD LT Fundamentals
AutoCAD Beyond the Basics
AutoCAD Essentials
Revit
Revit Architecture
2012 Basics
2012 Advanced
2012 Commercial Design
2012 Residential Design

Courseware Development and Technical Writing

Custom Courseware Development

EBRC Brings custom training development expertise to the process of Course Development. Many of our partners have engaged us to bring to life, specific courseware requested by their business clients.

Typically, we work to develop and expand an outline where a formal class does not yet exist. We also serve our College Partners where an existing class needs extensive retooling or to incorporate a new list of best practices, incorporating new developments in the field.

We work with you (our partner) on a project basis, with a "not to exceed" cost built in. And once development is finished, you (the partner) own the class and the related courseware.

The following is a short list of courses that EBRC has developed for our College Partners:

Thermoforming 101 – Safe Practices in Today's Plastics Manufacturing Environment
EMC (Electromagnetic Compatibility)
Electrical Journeymen
Cyber Security
MS Office – Mobile Applications Programming

Technical Writing

Advanced Workshop for Technical Writers
Conducting a Successful User Needs Analysis
Documenting Business and Technical Requirements
Proposals with the Competitive Edge
Technical and Legal Writing
Technical Writing – Concise and Precise Language, Tone and Format
User Guides That Get Used
Writing Strategies for the Web
Writing Technical Information Effectively
Writing Testable Software Requirements and Use Cases

Environmental Safety

Industrial Safety

10 & 30 Hour OSHA Certificates
Accident and Incident Investigation
Aerial Lift
Back and Lifting
Behavior Based Safety
Bloodborne Pathogens
Confined Space
Cranes and Slings
Cranes, Rigging, Scissor Lift and Heavy Truck Safety
Electrical
Excavations
Fall Protection
Fire Prevention
Forklift Pedestrian
Hand and Power Tools
Hazard Communication
Hearing Conservation
Hot Work Permit
Job Hazard Analysis
Ladder
Lockout Affected
Lockout Tagout
Machine Guarding
Materials Handling
OSHA Recordkeeping
Personal Protective Equipment
Powered Industrial Trucks
Rigging and Machine Leveling
Safety Committee
Scaffolding
Slips, Trips and Falls
Walking and Working Surfaces
Welding and Cutting

Information Technology

Analysis and Design

Service Oriented Architectures

Service Oriented Architecture Introduction
SOA and Web Services Introduction
SOA and Business Integration Overview
SOA Development Introduction
Business Process Modeling (BPEL and BPEL4WS) Introduction
Developing Integration Solutions, Introduction to
Integrating and Managing SOA Solutions
SOA Architecture and Design Principles
Service-Oriented Modeling & Architecture (SOMA)
Core Web Services and SOA for J2EE Developers

Object Oriented Design

Object Oriented and UML Overview
UML Introduction
Object Oriented Analysis & Design with UML
Object Oriented Design Patterns for Java Programmers
RUP Overview
RUP for Object-Oriented Design
Gathering and Documenting Requirements with Use Cases
Modeling in an Object Oriented Environment

Agile Development

Agile and Interactive Development
Agile Project Management
Agile/Scrum Methodology
Agile Testing
Agile User Story Workshop
Certified SCRUM Master (CSM)
Certified SCRUM Master (CSM) Sprinter for QC11
Managing Software Projects Using Scrum
Iterative Project Management with the Unified Process Version 7
How to Successfully Implement an Agile Project

Business Analysis and Design

Business Analysis for IT Professionals
Business Analysis Foundations
Business Analysis Principles and Techniques
Certified Business Analysis Professional (CBAP)
Configuring and Managing Microsoft SharePoint 2010
Consulting Skills for the Business Analyst
Designing and Facilitating Requirements Workshops
High Quality Business Requirements
Project Management Skills for the Business Analyst
Process Modeling Workshop
Structured Systems Analysis and Design
Tailoring the SDLC Process to Your Organization
Structured Program Design and Development
Streamlining the SDLC Process
Business Process Modeling Introduction
Modeling Techniques for the Business Analyst
Modeling Essential Business Processes
Business Process Reengineering
Executive Workshop on Software Architecture
Software Architectures Introduction
Software Architecture for Practitioners
Joint Application Design

Software Testing and Quality

Software Configuration Management (SCM)
Software Testing Effective Methods
Structured Testing Fundamentals, Building an Effective Environment
Software Quality Assurance
Seven Low Overhead Software Process Improvements
Proactive Software Quality Assurance and Testing
Proactive Testing: Risk Based Test Planning, Design, and Automation
Just In Time (JIT) Testing
Acceptance Testing Fundamentals
Developing Software Test Strategies and Cases
ISTQB Foundation Level
Quality Center Site Administration v10

Data Modeling

Data Modeling and Database Design Introduction
Data Modeling and Design Using ERwin R7 Introduction
Data Modeling Using ERwin R7 Advanced
Erwin Release 7 - New Functions and Features
Modeling Essential Business Data

Capability Maturity Model Integrated (CMMI)

The Capability Maturity Model Integrated (CMMI)

Cyber Security

Information Security Governance

IT and Information Security Governance

IT Governance
Implementing Information Security Governance using ISO 27001
Implementing IT Governance using COBIT and ValIT
Implementing IT Governance using COBIT, ITIL and ISO 27002
Security Architecture: Introduction to SABSA and)-ESA
SABSA Foundation Level
Designing Secure Computer Systems
Implementing an IT Security Awareness Program
Managing IS Security

Risk Management

Introduction to Risk Management Frameworks: Risk IT, AS4360, ISO 27005, NIST and FAIR
FAIR Certification
Understanding ISO 27005
Understanding Risk IT
Risk Management and Control of Complex Computer Systems

Performance Management

Control Risk Self-Assessment
Developing a Performance Management System for IT Security
Implementing an IT BSC

Resource Management

Introduction to Project Management

Information Security Management

Laws, Regulations and Standards

Understanding SOX Act of 2002
Understanding PCI DDS
Understanding NIST SP800-53

Certification

Understanding Cyber Security
Certified Information Systems Security Professional (CISSP)
CISSP Exam Prep
CISM Preparation Course
CISA Preparation Course
COBIT Foundation Level Exam Prep
CGEIT Preparation Course
Six Sigma Greenbelt Certification for IT Security
CIA Preparation Course
CFE Preparation Course
FAIR Foundation Course

Good Practices

Using ISO 27002 in your ISMS
Introduction to ITIL
Developing an Information Security Policy Framework

Computer Forensics

Introduction to Computer Forensics
Advanced Computer Forensics
Proving Your Case in Court
Investigating IT Fraud
Intrusion Detection and Incident Response
Network Forensics Analysis

Vulnerability, Penetration and Other Testing

IT Security Reviews
Certified Ethical Hacker (CEH)
Ethical Hacking
Advanced Auditing of Operating Systems
Auditing Windows
Foundations in Penetration Testing

Technology

VoIP Security and Audit
Virtualization Security and Audit
Cloud Security and Audit
Deploying Intrusion Detection
WLAN Security and Audit
Windows Security
UNIX Security
Router Security
Firewall Security
TCP/IP Security
Practical Cryptography

Other Cyber Security Classes

Information Security Primer
Statistics and Math for IT Security Pros
Data Management
Identity and Access Management
Network Security
IT Security Consulting and Facilitation
Foiling the System Hackers
Defending the Digital Assets
Defending Critical Infrastructure
Audit and Control of PCs
Advanced Audit of AS/400s
Advanced Audit of z/OS
Auditing Oracle Database
Introduction to IT Audit
Negotiating Skills for IT Pros
Patch Management

Citrix

Basic Administration for Citrix XenApp 6
Citrix Desktop Virtualization
Implementing Citrix XenApp 5.0 for Windows Server 2008

CompTIA

Complete CopmTIA A+ Certification: (2009 Edition): 10 Day Comprehensive Site Preparation Program
CompTIA A+ Certification: Comprehensive, 2009 Edition, Revised
CompTIA A+ Certification: Essentials and Practical Application: 2009 Edition, Revised
CompTIA Healthcare IT Technician

Databases and Business Intelligence

Oracle Programming

Oracle 11g New Features for Administrators
Oracle 11g Concepts and Facilities
Oracle 11g Database Administration
Oracle 11g SQL & SQL*Plus
Oracle 11g PL/SQL Programming
Oracle Designer Workshop
Oracle 11g Advanced PL/SQL Programming
Oracle 11g Advanced SQL Queries
Oracle AS Discoverer 10g Create Queries and Reports
Oracle 11g Application Tuning
Building Enterprise Portals with OracleAS 10g Portal
Oracle Forms I
Oracle Forms II
Oracle Reports
Oracle BI Publisher

Oracle Administration

Oracle 10g New Features for Administrators
Oracle 10g Database Administration
Oracle 10g Database Administration Lite
Oracle 10g Database Performance and Tuning
Oracle 10g Security and Auditing for DBAs
Oracle Version 10g Data Guard
Oracle 10g Enterprise Mgr. Performance and Monitoring Capabilities for Database Administrators
Oracle 10g Enterprise Manager/Grid Control Performance and Monitoring Capabilities for Database
Oracle Enterprise Manager for Developers
Oracle 10g Backup and Recovery
Oracle Database 10g RAC for Administrators
Oracle Database 11g R2 for Administrators

Performance Tuning Oracle and RAC on Windows
Oracle Application Server 10g R1 to R3 Administration

DB2 UDB for Z/OS

DB2 Concepts and Facilities
DB2 Application Programming and Design
DB2 for Programmers, Advanced
DB2 Database Administration
DB2 UDB Stored Procedures for z/OS
DB2 V8 Performance and Tuning for Programmers
QMF - Query Management Facility
DB2 Operations

DB2 UDB for UNIX/Windows

DB2 UDB for UNIX/Windows Application Development
DB2 UDB Stored Procedures for UNIX/Windows
DB2 System Performance and Tuning for LINUX, UNIX and Windows
DB2 Administration for LINUX, UNIX and Windows

Data Mining & Data Warehousing

Introduction to Data Warehousing
Data Warehouse ETL Toolkit
Relational and Dimensional Data Warehouse Design
Data Mining Introduction

SQL

SQL Basics
SQL Administration
SQL Advanced

CRYSTAL REPORTS

Crystal Reports Level I Version XI
Crystal Reports Level II Version XI: Becoming Proficient

BUSINESS OBJECTS

Business Objects Reporting
Business Objects v6.x Advanced Reporting
Business Objects XI R2 Designer
Business Objects XI WebIntelligence Reporting Introduction
Business Objects Webintelligence 3.1 Basic Reporting
Business Objects WebIntelligence 3.1 Intermediate Reporting
Business Objects WebIntelligence XI R2 Advanced Reporting
MOC 50511 The Microsoft Business Intelligence 2010 Stack

HYPERION

Hyperion Analyzer
Hyperion Web Analysis
Hyperion Interactive Reporting, Basic
Hyperion Interactive Reporting, Advanced
Essbase Fundamentals Builder
Essbase System Administration
Essbase ASO Builder
Essbase Advantage Bootcamp
Essbase Spreadsheet Toolkit, Advanced
Essbase Spreadsheet Reporting, Basic
Essbase Spreadsheet Reporting, Advanced

MICROSOFT SQL SERVER

Microsoft SQL Server 2005 for Administrator
Microsoft SQL Server 2005 for Developers
SQL Server 2005 Programming
SQL Server 2005: Additional Topics
Writing Queries Using Microsoft SQL Server 2005 T-SQL
SQL Server 2005 Reporting Services
SQL Server 2005 Analysis Services
SQL Server 2005: Integration Services
MOC 10778A Implementing Data Models and Reports with MS SQL Server 2012
Introduction to QuickTest Professional CT-QTP-Intro-v11
QTP Advanced Topics for v11
Scripting for QTP

IBM, Mainframe and Midrange

Z/OS

Understanding Workload Manager (WLM)
Capacity Planning
Mainframe Data Storage Management
z/OS Operational Changes
MVS Skill Pack (TSO, JCL)
TSO/ISPF Introduction
MVS JCL Workshop
MVS JCL and Utilities, Advanced
z/OS Systems Overview
MVS Structure and Logic
z/OS Diagnostics and Debugging
SMP/E Fundamentals
z/OS Architectural Changes
z/OS Installation
Parallel Sysplex Overview
Parallel Sysplex Advanced Operations & Recovery
z/OS Parallel Sysplex Concepts for System Programmers
DFSMS Implementation and Management
DFSMShsm Implementation and Management
WLM GOAL Mode Migration
z/OS WLM and Workload Licensing Changes
z/OS Performance Tuning and Control with WLM
Performance Management using TMON/MVS
z/OS Boot Camp
z/OS UNIX Systems Services Introduction
z/OS UNIX Systems Services Implementation
z/VM and Linux on System z Architecture Seminar
z/VM Training and Systems Programming Workshop
z/VM and Linux Networking Overview
Linux on z/VM Systems Programming
MVS System Operations
VTAM Facilities and Operations

DB2 UDB for Z/OS

DB2 Concepts and Facilities
DB2 Application Programming and Design
DB2 for Programmers, Advanced
DB2 Database Administration

DB2 UDB Stored Procedures for z/OS
DB2 V8 Performance and Tuning for Programmers
QMF - Query Management Facility

Z/OS Security

RACF Administration
RACF Administration, Advanced
CA-ACF2 Basics
CA-ACF2 CICS Interface

COBOL

COBOL Application Programming
COBOL Programming, Advanced
Making the Transition: COBOL to Java

CICS

CICS Command Level Programming
CICS Advanced Programming Workshop
CICS/TS Application Debugging Workshop
CICS T/S: XML, SOAP and Web Services
CICS Structure & Problem Analysis
CICS for z/OS Version 3.1
CICS for System Programmer
CICS/TS V3.1 Overview and Migration
CICS/TS Web Services
CICS Concepts and Commands for Operations

VSAM

VSAM Introduction
VSAM Application Performance and Tuning

APPLICATION TOOLS

Abend-Aid
File-Aid for TSO/ISPF
File-Aid Batch
Xpediter/CICS
InterTest for Batch Testing and Debugging

InterTest for CICS Testing and Debugging

SAS

SAS Programming Workshop
SAS Advanced Processing Workshop
SAS Report Writing Workshop
SAS ODS Reporting Workshop
SQL in SAS Programming, Using

EASYTRIEVE

Easytrieve Plus for Business Professionals
Easytrieve Plus for Programmers

OPERATIONS

CICS Concepts and Commands for Operations
DB2 Operations
IMS Operator Training
MVS System Operation
NetView for Operators
VTAM Facilities and Operations

IMS

IMS Basic Programming Techniques
IMS Programming, Advanced
IMS Teleprocessing Techniques
IMS Operator Training

AS/400

AS/400 Concepts and Facilities
AS/400 Concepts with Control Language
AS/400 Control Language Programming
AS/400 System Operator's Workshop
RPG/400 Programming Workshop Introduction
RPG IV Introduction

ASSEMBLER

Assembler Language, Introduction
Assembler Language, Intermediate
Assembler Language, Advanced

Internet Development

.NET

Visual Studio .NET Concepts for Technical Managers
ASP.NET 2.0 Workshop
.NET 2008 Programming with VB and C#
ADO.NET 3.5 Workshop
Test-Driven Development Using Visual Studio
Object-Oriented Programming in C#
ASP.NET AJAX Using C#
WPF Using C# Introduction
WCF Using C# Introduction
Object-Oriented Programming in Visual Basic
ASP.NET AJAX Using Visual Basic
WPF Using Visual Basic, Introduction to
WCF Using Visual Basic (VS2008), Introduction
Developing Applications Using Microsoft Visual C# 2008: What's New
Developing Applications Using Microsoft Visual Basic 2008: What's New

JAVA

Ajax in Java Applications
Developing SOAP Web Services in Java
Java Programming Essentials Using Eclipse
Java Programming, Advanced
Java for the COBOL Programmer
Java Wireless Programming Introduction
Java Development using Ant
Programming Swing and the Java Foundation Classes (JFC)
Java Development for Secure Systems
Spring Framework
Java Software Version 5.0, Design Patterns in
Developing Java Web Services Version 2.0
Securing Java Web Services Version 1.4
Java Level I
Java Level II
Advanced Java Level III
JDBC Programming Version 5.0
Java 6 Programming Using Helios Eclipse
JEE 6 Web Application Development Using Java EE Helios Eclipse and Tomcat v7.0

J2EE

J2EE Technology Overview for Managers
J2EE Web Application Development using Eclipse
JavaServer Faces Version 1.2.3
Enterprise Java Application Performance
Enterprise Java Beans
J2EE, Design Patterns
Hibernate
Java Persistence with Hibernate Version 3.2.1
Java Spring Framework Fundamentals
J2EE Effective Coding for Performance
J2EE Server Performance Tuning, Effective
EJB 3.0 Introduction
JavaServer Pages Programming with Eclipse
JSP Standard Tag Library Version 1.1
Java Message Service Version 1.1
Mastering Core Ajax for Java Developers
Struts Framework Version 1.3

XML

XML Executive Overview
XML Introduction
Programming using Java XML
XML Comprehensive
XSLT
XML Schema Version 1.0.6

COLDFUSION

Core ColdFusion 8
ColdFusion 8: Components, Error Handling and Complex Objects Advanced
ColdFusion 8: XML, External Data and File System Advanced
ColdFusion 8 and Reporting
ColdFusion 8 and Ajax
What's New in Adobe ColdFusion 8
ColdFusion MX: Web Services and XML
Fusebox 4.1 Techniques with ColdFusion MX
Data-Driven Websites with Dreamweaver 8 (With ColdFusion MX, PHP, ASP. NET or ASP), Building
Integrating Flash MX and ColdFusion MX - Flash Remoting MX

WEBSITE DEVELOPMENT

Ajax Programming
Creating Websites with HTML5 and CSS
HTML and Web Page Design
HTML, Advanced
Introduction to HTML5
JavaScript, Introduction
JavaScript, Advanced
Rich Web Applications with AJAX and DHTML, Building
PHP Programming I
MySQL Administration and Management
Python Programming
Intro to Section 508
Section 508- Deep Dive
XSLT Version 1.2

WEBSPHERE/RAD

J2EE Struts Programming Using RAD
Java Programming Essentials Using Rational Application Developer
J2EE Web Application Development Using RAD v7.0
EJB Development Using RAD v7.0
Web Services Development Using RAD v7.0
Transitioning to RAD 7.0 & WAS 6.1
Portal Application Development Using RAD v7.0
Websphere Portal Server Administration 5.0
WebSphere 6.0 Network Deployment Administration

WEBSPHERE MQ

WebSphere MQ Introduction
WebSphere MQ for MVS and Distributed Systems
WebSphere MQ for Architects and Developers
WebSphere MQ Bootcamp for System Administrators
WebSphere MQ Bootcamp for Application Programmers
WebSphere Message Broker V2 to V6 Migration
WebSphere Message Broker V6 Workshop
WebSphere Message Broker V6.1 Update
WebSphere Message Broker V6.1 for System Administrators

WEBLOGIC

BEA AquaLogic ESB Development, Introduction
AquaLogic BPM Programming Essentials
AquaLogic BPM Programming Integration
BEA SOA Architecture, Introduction
Developing Web Services using BEA WebLogic
J2EE Web Application Programming using BEA WebLogic
Java/J2EE Servlet Programming with BEA WebLogic

WEB SERVICES

Developing Web Services with BEA WebLogic

WEBLOGIC

Java Server Pages Programming with BEA WebLogic
WebLogic 10 Server System Administration
Weblogic 10 Performance Tuning
WebLogic 9.2 System Administration
WebLogic 9.2 Server System Administration
WebLogic 9 Advanced Server System Administration
WebLogic 9.2 New Features/Upgrading
WebLogic 10 New Features/Upgrading from Version 8
WebLogic 10 Advanced Server System Administration

WEB SERVER

Apache Web Server Administration
Apache Tomcat Administration

AUTHORIZED JBOSS

RHD451 JBoss Rules
JB170 JBoss: SEAM Essentials
JB453 JBoss ESB
JB161 JBoss and EJB3 for Java Developers
JB163 JBoss Portal
JB167 JBoss Hibernate Essentials
RHD261 JBoss for Advanced J2EE Developers
RHD267 JBoss Advanced Hibernate
JB336 JBoss for Administrators
RHD439 JBoss Clustering
RHD449 JBoss JBPM

iOS

Introduction to iPhone and iPad Applications Development using iOS5 and Xcode 4.2
Introduction to Objective-C for iOS Development Courseware
iOS Application Development with Xcode 4 Training Courseware

Microsoft, Network and Security

MICROSOFT OPERATIONS MANAGER

Operations Manager 2007 Installation and Configuration
Operations Manager 2007 for 'Operators'
Operations Manager 2007 Fundamentals
Operations Manager: Management Pack & Report Authoring
Operations Manager: Monitoring Security with ACS

MICROSOFT SHAREPOINT

Administering System Center 2012 Configuration Manager
Configuring and Managing Microsoft SharePoint 2010
Deploying System Center 2012 Configuration Manager
Exploring SharePoint Server 2007
Microsoft SharePoint 2007 for Administrators
Microsoft SharePoint 2007 for Developers
Microsoft SharePoint Business Processes
Microsoft SharePoint Portals
Microsoft SharePoint Web Content
Microsoft SharePoint 2010 Site Collection and Administration
Microsoft SharePoint Foundation 2010 – Level 1
Microsoft SharePoint Foundation 2010 – Level 2
Microsoft SharePoint Foundation 2010 Overview for End Users

MICROSOFT SQL SERVER

Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services
Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services
Microsoft SQL Server 2005 for Administrator
Microsoft SQL Server 2005 for Developers
SQL Server 2005 Programming

SQL Server 2005: Additional Topics
SQL Server 2005 Reporting Services
SQL Server 2005 Analysis Services
SQL Server 2005: Integration Services
Writing Queries Using Microsoft SQL Server 2005 T-SQL

TCP/IP

Enterprise TCP/IP, Introduction
Enterprise TCP/IP, Advanced
DNS Fundamentals
Storage Networking over TCP/IP
TCP/IP Administration for Linux

CISCO ROUTING & INTERNETWORKING

Routing Protocols, Introduction
Cisco Router Configuration, Introduction
CISCO Certified Network Associate Boot Camp
CCNA Certification Course

NETWORK SECURITY

Advanced ISSO (ISSOA)– Information Systems Security Officer
ISSO Boot Camp
CISSP Exam Preparation Boot Camp
VoIP Boot Camp

PC APPLICATIONS

Experience the 2007 Microsoft Office System
Getting Started with the 2007 Microsoft Office System
Deploying MS Windows Vista and 2007 Office System
A+ Certification

VMWARE

VMWare Overview
VMWare ESX Server: Administration Fundamentals
VMWare vSphere 4.1: Install, Configure and Manage
VMWare vSphere 5.0 with ESXi and vSphere

MICROSOFT WINDOWS SERVER

MS Windows Server 2003 Network Infrastructure
Implementing and Managing Exchange Server 2003
Windows Server 2003 Active Director Infrastructure
Planning and Maintaining a MS Windows 2003 Network Infrastructure

Windows Server Troubleshooting, Monitoring and Administration
Windows Server 2003 Clustering
Installing and Configuring Windows Server 2012
Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Server
Updating Your Skills from Microsoft Exchange Server 2003 or Exchange Server 2007 to Exchange Server 2010 SP1

Programming Languages

J2EE

J2EE Technology Overview for Managers
J2EE Web Application Development using Eclipse
Java Server Faces Version 1.2.3
Enterprise Java Application Performance
J2EE Design Patterns
Hibernate
J2EE Effective Coding for Performance
J2EE Server Performance Tuning
Java Server Pages Programming with Eclipse
JEE 6 Web Application Development Using Java EE Helios and Tomcat v7.0
Core Web Services and SOA for J2EE Developers

.NET

Visual Studio .NET Concepts for Technical Managers
ASP.NET 2.0 Workshop
.NET 2008 Programming with VB and C#
ADO.NET 3.5 Workshop
Test-Driven Development Using Visual Studio
Object-Oriented Programming in C#
ASP.NET AJAX Using C#
WPF Using C# Introduction
WCF Using C# Introduction
Object-Oriented Programming in Visual Basic
ASP.NET AJAX Using Visual Basic
WPF Using Visual Basic Introduction
WCF Using Visual Basic (VS2008) Introduction
Developing Applications Using Microsoft Visual C# 2008: What's New
Developing Applications Using Microsoft Visual Basic 2008: What's New
Programming in C# with Microsoft Visual Studio 2010

JAVA

Enterprise Java Beans (EJB3) Programming
Java Programming Essentials Using Helios Eclipse 3.0
Java Programming, Advanced

Java for the COBOL Programmer
Java Development using Ant
Programming Swing and the Java Foundation Classes (JFC)
Java Developers -Effective Coding for Performance
Java 6 Programming Essentials
Java Server Pages
Design Patterns in Java 7.0

PERL

Perl Introduction
Perl Programming, Advanced
Perl CGI Programming

C & C++ PROGRAMMING

Advanced C++ Programming
C Programming Introduction
C Programming, Advanced
C++ Programming Introduction
C++ Programming, Advanced
CORBA Development in C++ Environment

COBOL

COBOL Application Programming
COBOL Programming, Advanced
New Features of Enterprise COBOL for z/OS
Making the Transition: COBOL to Java

POWERBUILDER

PowerBuilder 11 Programming, Basic
PowerBuilder Programming, Advanced

REXX

REXX in a Multi-Platform Environment
REXX Programming, Advanced

Object REXX Programming, Introduction
TSO/ISPF Dialog Manager Development

SAS

SAS Programming Workshop
SAS Advanced Processing Workshop
SAS Report Writing Workshop
SAS ODS Reporting Workshop
SQL in SAS Programming, Using

ASSEMBLER

Assembler Language, Introduction
Assembler Language, Intermediate
Assembler Language, Advanced

Project Management

PROJECT MANAGEMENT TOOLS

Microsoft Office Project 2007 (Standard)
Project Professional 2007 for Project Managers
Configuring Project Server 2007 for Administrators
Project Web Access 2007 for Team Members
Microsoft Portfolio Server 2007
Microsoft Visio Professional 2007: Level 1
Microsoft Visio Professional 2007: Level 2
Microsoft Project 2010

SAP

Accounts Payable Foundations
Accounts Payable Reporting
Customer Account Inquiry
Direct Purchase Requisition Creation and Purchase Order Maintenance
Foundations of Accounts Receivable
General Ledger
Processing Non-Purchase Order Based Invoices
Processing Orders
Processing Purchase Order Based Invoices

Reporting and Analyzing Business Performance
Sales Support Functions
Supplier Support Functions

Service Management

ITSM/ITIL

ITSM/ITIL v3 Awareness
ITSM/ITIL v3 Foundation Certification
ITSM/ITIL v2 to v3 Foundation Certification Bridge
ITSM/ITIL: A Journey to Excellence Web-based Training
ITSM/ITIL v2 Awareness:Executive Overview
ITSM/ITIL v2 Foundation Certification: Accelerated Delivery
ITSM/ITIL v2 Foundation with Certification & Case Study
ITSM/ITIL Practitioner: Support and Restore (IPSR)
ITSM/ITIL Practitioner: Release and Control (IPRC)
ITSM/ITIL Practitioner Certification: Agree & Define (IPAD)
ITSM/ITIL Service Manager
ITSM/ITIL Executive Workshop: How to Succeed with ITIL
ITSM/ITIL Implementation Workshop: Support & Restore
ITSM/ITIL Implementation Workshop: Release & Control
ITSM/ITIL Implementation Workshop: Plan & Improve
ITSM/ITIL Implementation Workshop: Agree & Define

CA OPERATIONS MANAGEMENT

Unicenter CA-SYSVIEW Realtime Performance Monitor
IMOD Processing
Exploiting SYSVIEW and GSS using REXX
Unicenter CA-AutoSys JM Release 11 for Windows 2000/2003 Server

Unicenter CA-AutoSys JM Release 11 for UNIX
CA VM:Operator & VM:Schedule Introduction
CA-Dynam/TLMS Release 11.5 Administrator Training
Unicenter CA-Scheduler Job Management Release 11 Administrator Training

Unicenter CA-Scheduler Job Management Release 11 Operational Training
CA-Dispatch Release 11 Administrator Training
CA-Dispatch Release 11 Operator Training
CA-Dispatch Release 11 End User (Reports)
CA-Jobtrac Concepts and Facilities
CA-1 Operations Overview
Unicenter NetMaster Network Management for TCP/IP

CA-OPS/MVS

Understanding Unicenter CA-OPS/MVS RDF and SSM
Unicenter CA-OPS/MVS, Operating
Securing Unicenter CA-OPS/MVS
Installing Unicenter CA-OPS/MVS
Configuring Unicenter CA-OPS/MVS MSF
Converting to System State Manager V2 Global Application
Understanding and Using Unicenter CA-OPS/MVS
Constructing Unicenter CA-OPS/MVS Applications
CA-OPS/MVS Event Management and Automation R11
Using CA-OPS/MVS with CA-Unicenter
Installing and Unleashing Unicenter Automation Point

TIVOLI

IBM Monitoring Bootcamp
Tivoli Identity Manager 4.5 System Administration
TAM for e-business 5.1 System Administration
Tivoli Framework 4.1
Tivoli Storage Manager 5.2 Basics
Tivoli Storage Manager 5.2 Disaster Recovery Manager
Tivoli Workload Scheduler Concepts and Facilities

SA/390 & OPC

Tivoli System Automation for z/OS Essentials
Operating SA z/OS Managed Systems
Tivoli System Automation for z/OS Programming, Advanced
OPC/ESA Training

BMC CONTROL

CONTROL O Automation
Constructing CONTROL O Applications
Control-M & Control-M/Restart Introduction
Control-M/Enterprise Manager Introduction

MICROSOFT OPERATIONS MANAGER

Operations Manager 2007 Installation and Configuration

Operations Manager 2007 for 'Operators'
Operations Manager 2007 Fundamentals
Operations Manager: Management Pack & Report Authoring
Operations Manager: Monitoring Security with ACS

CHANGE MANAGEMENT

CA-AllFusion Endevor Change Manager User Instruction
CA-AllFusion Endevor Change Manager Administration
Essentials of Rational ClearCase

UNIX (AIX/SOLARIS/HP-UX/LINUX)

UNIX & LINUX

UNIX and Linux System Basics I
UNIX and Linux System Basics II
UNIX Shell Programming
Korn Shell Programming Essentials
Korn Shell Programming, Advanced
Bourne Shell Programming
UNIX Systems Administration

LINUX

Linux System Administration I
Linux System Administration II
Linux System Administration III
Pthreads Programming in Linux
Linux Application Programming
Linux +

HP-UX

HP-UX System Administration
Quality Center Site Administration v10

AIX

Executive Overview of AIX
AIX Introduction

Programmer's Introduction to AIX
AIX Systems Administration Lite
AIX Systems Administration I
AIX Storage Management

PERL

Perl Introduction
Perl Programming, Advanced
Perl CGI Programming

RED HAT LINUX

Red Hat Linux Kernel Internals
Red Hat Linux Application Development and Porting
Red Hat Linux Certified Systems Administrator
Red Hat Enterprise Linux Update Course
Red Hat Linux Device Drivers
Red Hat Linux Essentials
Red Hat Boot Camp for RHCSA/RHCE
Red Hat Enterprise Linux Update Course (and RHCE Exam)
Red Hat Linux Essentials for Windows and other Operating Systems
Red Hat Linux System Administration
Red Hat Linux Networking and Security
Red Hat RHCE Rapid Track w/RHCE Exam
Red Hat Enterprise Certificate Management
Red Hat Enterprise Deployment, Virtualization, and Systems Management
Red Hat Enterprise Directory Services and Authentication
Red Hat Enterprise Linux Virtualization
Red Hat Enterprise System Monitoring and Performance Tuning
Red Hat Enterprise Clustering and Storage Management
Red Hat Enterprise SELinux Policy Administration

SOLARIS

Solaris 10 System Administration Part 1 - Administration Essentials
Solaris 10 Systems Administration Part 2 - Networking Administration Essentials
Solaris 10 Advanced System Administration
Solaris 10 Update Workshop

Leadership and Supervisory Skills

Building a Collaborative Relationship with your Peers
Building a Constructive Relationship with Your Manager
Business Requirements Management
Building Strong Teams
Clarifying Team Roles and Responsibilities
Coaching: Bringing Out the Best In Others
Coaching for First-line Supervisors
Coaching for Optimal Performance
Coaching for the Supervisor
Collaboration and Negotiation
Collaborative Relationships
Communicating to Collaborate
Communication for Technical People
Communication for First-Line Supervisors
Conflict Management
Communication Strategies
Communication – Oral, Written and Email
Conflict Management and Coaching
Conflict Resolution and Crisis Management
Constructive Criticism & Discipline Skills for Managers
Consulting and Communication Skills for the IT Professional
Consulting Skills Refresher Sessions
Critical Thinking
Cultural Competency
Customer Satisfaction, Excellence in
Dealing with Emotional Behavior
Design of Experiments (DOE 1)
Diversity Awareness Workshop
Documenting Business and Technical Requirements
Effective Appraisal of Employee Performance
Effective Discipline
Effective Oral and Written Communication
Effective Written Communication and Email
Effective Problem Solving
Emotional Intelligence
Emotional Intelligence in Leadership
Employment Interviewing
Enterprise Architecture
Entrepreneurial Spirit – Operational Ownership
Establishing Performance Expectations
Executive Level
Strategic Facilitation

Top Management RENEWAL: Vision, Mission,Values, Guiding Principles
Setting of Annual and Quarterly Goal and Action Plans Market Analysis
Voice of the Customer
Creation of Balanced Scorecard and Strategy Map
Certified Executive Coaching for Current and Next Level Succession Planning
Speaking, Image, Crisis
Speechwriting Project SME Support (strategic, financial, operations)
Think Tank (primary and secondary research, white papers)
Lean and Six Sigma Certification for Sponsors
PMO and Portfolio Management – Setting Up the Office for Strategic Implementation
Finance in Capital Markets
Finance for the Non-Financial Leader
Fostering Accountability in Self and Others
Frontline Leadership
Function Point Training
Fundamentals for Production: Front-line Leader Tool Set
Gaining Commitment to Preset Goals
Getting Your Ideas Across
Human Dynamics of Change and Transition
Identifying Work Priorities and Setting Goals
Improving IT Service Response to Business Demands
Information Technology Executive and Managerial Skills
Interview Techniques – "The Fact Finding Mission"
IT Strategy, Enterprise Architecture and Marketplace Transformation
Kepner-Tregoe Decision Making – Structured Problem Solving Technique
Knowledge Management and Succession Planning
Leadership Architecture
Leadership and Executive Coaching
Leadership, Executive Coaching and Strategy
Leadership for First-Line Supervisors
Leading and Coaching a High Performance Organization
Legal Matters for Supervisors
Maintaining a Positive and Proactive Attitude
Managing Change
Managing in Difficult and Challenging Times
Managing IT Projects
Managing Supplier Partnerships
Managing with Metrics
Managing Remote Workers
Marketing the IT Organization Internally
Meetings, Effective
Meeting Techniques
Motivation and Employee Management
Multi-Generational Teamwork
Negotiation & Assertiveness Skills
Operations Management

Performance Management
Personal Productivity
Politics of IT Project Management
Powerful Presentations
Presentation and Communication Skills for the IT Professional
Principles of Supervision and Leadership
Proactive Listening
Problem Solving and Decision Making
Resolving Team Conflicts
Setting and Achieving Metrics and Milestones
Strategic Leadership for Emerging Leaders
Stress Management
Supervisor Effectiveness, Improving
Survey Design – "Using Surveys Polling for Information"
Taking Corrective Action
Teambuilding
Teambuilding Adventure Challenge
Teambuilding Training Intervention
Technical and Legal Writing
Technical Leadership for Architects
Team Effectiveness, Improving
Team Facilitation, Effective
Team Oriented Problem Solving – 8 Disciplines Workshop
Telephone Skills for Superior Customer Satisfaction
Time Management
Time Management for IT Professionals
TSP Coach Training
Writing Technical Information Effectively

Logistics and Supply Chain Management

Just-in-Time: Supply Chain, Logistics, Inventory and Production Using World-Wide JIT Principles
Logistics and Supply Chain
Supply Chain Management: Process, Methods, and Strategy
Warehousing

International Supply Chain Management

- Building Safety and Diversity in Supply Base
- Campus Location and Supplier Communities of Excellence
- Commodity Management
- Cross-Docking, Routes, and Modes
- Error Proofing and Supply Chain (RFID, ILS, Bar Code)

- Freight, Shipping, and Tax
- Global Supply Chain: Business and Regulatory Considerations
- Supply Chain Management: Software and Process Excellence
- Leadership: Buyer and Lead Buyer Best Practices
- Process Innovation and Procurement
- Metrics and indicators for GP&S
- Supply Chain: Globalization and Localization
- Supply Chain: Risk vs. Lean
- Logistics: 3rd and 4th Party Solutions and Lead Logistics Providers
- Negotiations with Suppliers
- Total Cost of Ownership
- Value Stream Mapping Supply Logistics, Engineering, Manufacturing, and Procurement
- Terms and Cost of Capital
- Volume Discounts and Length of Deal
- International Supply and Demand Foundations
- Leveraging the Enterprise Resource Planning (ERP) Software and Process
- Lead Time Reduction
- Stochastic Models and Value Management
- Scale and Robust Supply Chain Principle
- Supplier Scorecard: Quality, Cost, Timing, Risk, and Innovation Gains
- Introduction to Imports and Exports

Manufacturing

AC /DC Electrical Diagrams, Components, Test Equipment and Troubleshooting Fundamentals
AC/ DC Electronics
Arc Flash
Automotive Fundamentals
Basic G code
Basic M code
Biofuels Technology: Ethanol
Blue Print Reading
Blue Print Reading and Schematics and Metrology
Boiler Plant Operations and Maintenance

Computer Literacy
Computer Numerical Control (CNC)
Confined Space
Conveyor Transfer Systems
Cranes and Rigging
Design for Manufacturability (DFM)
Electrical Print Reading
Electrical Troubleshooting
Electricity and Electronics Fundamentals
Electromagnetic Compatibility (EMC)
Fanuc Operations and Spot Tool Programming
Fluid Power
Framing Systems
Gear Design
Geometric Dimensioning and Tolerancing (GD&T)
GD&T for Design
GD&T and Metrology
Green Construction
Health and Safety
HVAC
Hydraulics Fundamentals
Industrial Vacuum Technology
Injection Mold Process
Introduction to Test Equipment and Troubleshooting
Manual Lathe
Manual Mill
Laser welding and cutting systems
Lean Manufacturing
Leak, cold and Torque test stations
Machine Tool
Maintenance and Repair
Mechanical Systems and Drives
Mechanical Systems and Drives and Power Transmission
Mechatronics
Medium Voltage Circuit Breaker Maintenance
Metrology Basics
Millwright Basics
Motor Controls and Relay Logic Circuits
Optimizing Speed and Feeds
PC DMIS
Piercing fixtures
Pipefitting
Pipefitting and Tube Bending
PLC and Communication Devices
PLC and Control – RS Logix 5000
PLC Fundamentals

PLC Maintenance and Troubleshooting – RSLogix 5000
PLC Programming Software AB, Siemens, Mitsubishi etc
PLC Program Design
Pneumatic Gage
Pneumatics and Hydraulics
Pneumatics Fundamentals
Predictive and Preventative Maintenance
Power Generation Protective Relay Maintenance
Power Transmission
Principles of Manufacturing
Process Optimization
PROFIBUS and NET PRO Introduction
Program Metrology
Project Management
Protective Relay Maintenance
Pumps, Seals, Bearings and Lubrication
Quality
Rigging/ Heavy Truck
Rigging and Machine Leveling
Robotic or manual sealant applications, urethane, adhesive, foam
Robotics
Robotics – Advanced Fanuc Operations and Programming
Robotics – Electrical Trouble shooting
Robotics – Mechanical Troubleshooting
Robotics – Operations and Programming
Robots Operation, Mechanical and Electrical Troubleshooting
RS LOGIX 5000 and Communications
Scissor Lift
Seals
Sheet Metal Fabrication
Sheet steel blanking systems
Shop Math and Blueprint Reading
Siemens SIMATIC S5 to S7
Siemens SIMATIC S7 and Communication Devices
Siemens CNC – D Series Controls
Smart Grid Power Distribution Systems
Thermoforming
Tool Selection
Weldgun repair
Welding
Welding and Fabrication
Welding systems, both resistance welding and heavy deposition wire systems, theory and application

Program and Project Management

Advanced Project Management
Applied Project Management with Risk Management
Business Analysis for IT Professionals
Business Process Modeling
Business Process Reengineering
Continuous Improvement
CRM – Customer Relationship Management
Defining and Managing User Requirements
Enterprise Architecture
Estimating and Cost Control
Formulating and Controlling Project Requirements
Function Point Training
General Project Management to PMP Certification
Human Resources
Human Resources and Communications Management
High Quality Business Requirements
Information Technology Project Management
Innovation and Practical Problem Solving
Keeping Focus - Building Trust and Accountability
Microsoft Project 2010
Negotiating for Results
Organization Development
Preparation for the CBAP Certification Exam
Principles of Workflow Management
Procurement, Contract and Cost Management
Professional and Career Development
Program and Project Management
Program Management Fundamentals
Project Estimating and Scheduling
Project Leadership/Team Effectiveness
Project Management Foundations
Project Management I – Fundamentals
Project Management Fundamentals for IT Projects
Project Management and Business Analysis
Project Management and IT Application Rollout
Project Management Institute
Project Management Leadership Skills
Project Management Principles and Techniques
Project Management Professional (PMP) Preparation
Project Management Skills for the Business Analyst
Project Management – Managing IT Projects
Project Planning
Project Requirements Management

Project Scope and Risk Management
Quality Management and Project Integration
Requirements Analysis
Reviewing Requirements and Design Adequacy
Risk Management
Setting and Achieving Metrics and Milestones
Specialty Training Programs and Certificate Programs
The Program Management Office Function
Time Management
Time Management and Scheduling
Twenty One Ways to Review Requirements Adequacy

Quality/Lean/Six Sigma/ISO

ISO

AS 9100-2004 Management Overview
Control Planning Workshop
Implementing AS 9100-2004 Workshop
Implementing ISO TS 16949-2002
Implementing ISO TS 16949-2002 Workshop
Implementing ISO 9001-2008 Workshop
Implementing ISO 13485-2003 Workshop
Implementing ISO TS 16949-2002 Workshop
Implementing ISO 14001-2004 Management Overview
Implementing ISO 14001-2004 Workshop
ISO 9000 Internal Auditing
ISO 9001:2000
ISO 9001 Quality Management System
ISO 9001-2008 Internal Auditor Workshop
ISO 9001-2008 Management Overview
ISO 13485-2003 Management Overview
ISO 13485 Medical Device Standard
ISO 14001 Executive Overview
ISO 14001 Environmental Management System – Responsible Care
ISO 14001 Environmental Management Systems – Construction Projects
ISO 14001 Integrating QMS – Automotive Industry
ISO 14001-2004 Internal Auditor Workshop
ISO 14001-2004 Management Overview
ISO 14001 Gap Analysis
ISO 14001-2004 Internal Auditor Workshop
ISO 14001-2004 Management Overview
ISO 16949 Automotive Standards
ISO 17025 Calibration Laboratories
ISO 18001 Accident Reduction and Prevention
ISO 20000 IT Service Management
ISO 27001 IT Security Techniques

ISO 29001 Petrochemical Industry
ISO TS 16949-2002 Internal Auditor Workshop
ISO TS 16949-2002 Management Overview
Understanding ISO TS 16949-2002
Understanding ISO 9001-2008

Lean

Advanced Lean
Business Process Reengineering
Hoshin-Kanri: Aligning Strategy and Operations
Kaizen: Conducting a Lean Improvement On-site
Lean Overview
Lean Accounting
Lean Certification I & II
Lean Engineering
Lean ERP
Lean Finance
Lean Government
Lean Health Care
Lean IT
Lean Management Systems
Lean Manufacturing
Lean Marketing
Lean Maturity Model
Lean Office and Corporate Assessment
Lean Pharm
Lean Principles and Tools
Lean Tools
Lean Toolset Overview
Lean Services, Call Center and Banking
Lean Six Sigma
Organizational Lean Assessment
Organization Around Lean: 5S
Advanced Lean: Kaizen

Six Sigma

DMAIC or DFTS Principles of Design for Six Sigma
Six Sigma Overview
Six Sigma Green Belt Overview
Six Sigma Green Belt
Six Sigma Green Belt Project
Six Sigma Black Belt
Six Sigma Master Black Belt
Six Sigma White/Yellow Belt

Six Sigma the Human Side of Lean

Quality

Advanced Product Quality Planning (APQP) – Overview
Advanced Product Quality Planning (APQP) – How to Workshop
Ambiguity Analysis and Design
Application LM Quality Center v11
Automotive/Production Core Tools
Capturing Baseline Metrics
Comprehensive Quality Overview for the Banking Industry
Control Planning Workshop
Control Plans and Planning
Cost of Quality
Design FMEA
Design of Experiments
Design Verification Plan and Report (DVP&R)
Developing ST Strategies and Cases
Effective Problem Solving – Corrective Actions, Root Cause Analysis, 8D, 7 Step and 5Why
Error Proofing Workshop
First Piece Inspection
FMEA Potential Failure Mode and Effects Analysis
FMEA Workshop
Geometric Dimensioning and Tolerancing (GD&T)
GDT for Design
Introduction to Statistical Process Control
Measurement Systems Analysis (MSA)
OHSAS 18001
PPAP Overview
Process FMEA with Control and Reaction Plans
Process Improvement Simulation
Problem Identification and Trouble Shooting
Point of Cause: Fishbone Diagram and the “Five Why’s”
Production Part Approval Process (PPAP)
Quality Assurance Fundamentals
Quality Assurance and Control
Quality Function Deployment
Seven Wastes: Identifying and Removing “Muda”
Special Process Assessment
Statistical Process Control (SPC)
Sustainability of Value Capture
The Capability Maturity Model Integrated
Value Stream Mapping
Voice of the Customer
5 S Workshop
7 Step Corrective Action Process

Total Productive Maintenance and Reliability

Sales and Customer Service

Achieving Service Excellence
Business Acceleration and Growth Through SPIN Selling
Call Center Overview
Communication Strategies
Connecting with Customers
Conquering Customer Conflicts
Consulting Skills for the IT Professional
Customer Service Excellence Workshop
Developing Customer Service Skills with IT Professionals
Guiding Customer Conversations
Handling Challenging Customers Effectively
Healing the Customer Relationship
Mastering Service
Meeting the Unspoken Customer Needs
Multi-Generational Teamwork
Negotiating for Results
Reaching for Stellar Service
Resolving Issues that Impact the Customer
Selling and Marketing
The Service Difference
Voice of the Customer