

## Online Quality Series

**\$149 for all four modules or contact BWE for group pricing**

This on-demand, web-based program, offers a low-cost training solution for individuals and agencies. It is a valuable training tool which has 4 independent, self-paced courses for professionals. Courses can be taken any time day or night. A certificate of completion is provided upon successful completion of each module for continuing education records. Tracking of individual course completions is available with the My Certificates tool. These online modules target audiences who are new and emerging leaders with an application across industry. The online quality series uses a mix of engaging content and interactive exercises to provide real feedback for quick transfer of learning and faster application to the challenges faced in the workplace.

### Plan Do Study Act

- Conduct root cause analysis (RCA) on problems
- Identify, plan and resolve high-priority issues using PDSA
- Understand and proactively manage risks and opportunities

### Lean in the Workplace

- Identify the eight wastes of Lean
- Understand how to build standard work
- Understand how to implement quality improvement processes using Lean

### Structured Problem Solving for Leaders

- Define the steps of the A3 process, with examples
- Understand how to use the A3 form (included downloadable template)
- Lead an improvement initiative using the A3 process

### Managing Performance Using Leader Standard Work

- Recognize LSW (Leader Standard Work) as a process improvement technique
- Identify the guiding principles involved in LSW
- Apply LSW themes to the operational environment

**Please call us with Registration Questions at 507-280-3157**

**Registrations with a credit card payment must be made through our online registration system.**

[www.rctc.edu/workforce](http://www.rctc.edu/workforce)

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