

# **MACNY Winter Training**



The Manufacturers Association

**Training and  
Workforce  
Development -  
Winter 2017**

# Easy Registration...

## Website

Register on-line at [www.macny.org](http://www.macny.org). Click on the Events link at the top, navigate to the date, click on the training class you are interested in, then click Register Now. If this is your first time registering for a class from our website, you will need to create a user name and password first to log in. You can then use this to register for classes now and in the future.

## E-mail

Send an email to:

[dsindone@macny.org](mailto:dsindone@macny.org)

Include the class name, date, times, and the name(s) and email(s) of the student(s) being registered.

## Phone

Call the MACNY Training Department, Monday - Friday 8:30 AM - 5:00 PM at **315-474-4201 ext. 5 or Debbie Sindone at 315-474-4201 ext 24**

## Location

Most training seminars listed in the catalog are conducted at MACNY's Headquarters at 5788 Widewaters Parkway, Syracuse, NY 13214. Training offered at other locations are noted. Class information including directions to the training location will be sent approximately two days prior to the start of class.

## Different Time? Place? Topic?

If our schedule does not work with yours or you need training about a specific topic not listed in our catalog, contact us about hosting a workshop at your facility that is convenient with your schedule.

## Cancellations by MACNY:

Seminars are cancelled if a minimum enrollment is not reached 48 hours prior to the start date. **Please register early!**

## Cancellations by Registrants:

Registrants cancelling less than **48 hours** (or close of business Friday for a Monday course) prior to the start of the seminar will be billed for the entire cost of the program. "No shows" will be billed the full seminar fee which can be applied toward a future class. Substitutions may be made at any time.

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# Welcome to Winter 2017!

## January

SUN	MON	TUE	WED	THU	FRI
1 	2 MACNY Offices Closed for New Years Holiday	3	4	5	6 <a href="#">21 Irrefutable Laws of Leadership Mastermind Group - Individual Members ONLY (Day 1 of 12)</a>
8	9	10 <a href="#">Tomorrow's Leaders Today: Supervisory Leadership (Day 1 of 5)</a>	11 <a href="#">OSHA 30- Hour General Industry Outreach Training (Day 1 of 5)</a>	12 Tomorrow's Leaders Today: Supervisory Leadership (Day 2 of 5)	13 <a href="#">Project Management: PMP Prep Class (Day 1 of 4)</a>
15 <a href="#">Lean-Six Sigma Black Belt Online Program</a>  <a href="#">Lean-Six Sigma Green Belt Online Program</a>	16	17	18 OSHA 30- Hour General Industry Outreach Training (Day 2 of 5)	19 Tomorrow's Leaders Today: Supervisory Leadership (Day 3 of 5)	20 Project Management: PMP Prep Class (Day 2 of 4)
22	23	24 Tomorrow's Leaders Today: Supervisory Leadership (Day 4 of 5)  <a href="#">7 Secrets of a Highly Organized Professional</a>	25 OSHA 30- Hour General Industry Outreach Training (Day 3 of 5)	26 Tomorrow's Leaders Today: Supervisory Leadership (Day 5 of 5)  <a href="#">OSHA 10-Hour General Industry Outreach Training (Day 1 of 2)</a>	27 Project Management: PMP Prep Class (Day 3 of 4)
29	30	31			



# Welcome to Winter 2017!

## February

MON	TUE	WED	THU	FRI
		1 OSHA 30-Hour General Industry Outreach Training (Day 4 of 5)	2 OSHA 10-Hour General Industry Outreach Training (Day 2 of 2)	3 Project Management: PMP Prep Class (Day 4 of 4)  21 Irrefutable Laws of Leadership Mastermind Group - Individual Members ONLY (Day 2 of 12)
6 <a href="#">ISO 9001:2015 Internal Auditor (Day 1 of 2)</a>	7 ISO 9001:2015 Internal Auditor (Day 2 of 2)	8 OSHA 30-Hour General Industry Outreach Training (Day 5 of 5)	9 <a href="#">ISO 9001:2015 Transition Implementation</a>	10 <a href="#">Forklift Operator Safety Training: Train-the-Trainer</a>
13	14 <a href="#">The 15 Invaluable Laws of Growth</a>	15	16	17
20 	21	22	23 	24
27	28 <a href="#">Crucial Conversations (Day 1 of 2)</a>			



# Welcome to Winter 2017!

## March

MON	TUE	WED	THU	FRI
		1	2	3 <a href="#">IT Organization Process Framework Instruction &amp; ITIL Foundation Certification (ISO/IEC 20000) (Day 1 of 4)</a>  21 Irrefutable Laws of Leadership Mastermind Group - Individual Members ONLY (Day 3 of 12)
6	7 Crucial Conversations (Day 2 of 2)	8	9 <a href="#">Change Anything</a>	10 IT Organization Process Framework Instruction & ITIL Foundation Certification (ISO/IEC 20000) (Day 2 of 4)
13	14	15	16	17 IT Organization Process Framework Instruction & ITIL Foundation Certification (ISO/IEC 20000) (Day 3 of 4)
20 	21	22	23	24 IT Organization Process Framework Instruction & ITIL Foundation Certification (ISO/IEC 20000) (Day 4 of 4)
27	28 <a href="#">Root Cause Analysis/ Corrective Action</a>  <a href="#">ISO 9001:2015 Leadership Overview</a>	29	30	31 <a href="#">Supply Chain Management</a>  21 Irrefutable Laws of Leadership Mastermind Group - Individual Members ONLY (Day 4 of 12)

# **Leadership & Supervisory Skills**

## Change Anything

*(Click the course title above to register online)*

### **Program Overview:**

- Does it seem like you give the same performance feedback to individuals year after year with no improvement?
- Are your employees unable to translate performance feedback into action?
- Are your employees stuck in career-limiting habits that prevent them from performing at their full potential?
- Do you have wellness initiatives that need more consistent measurement or support?

Developed by the creators of the New York Times bestseller, Crucial Conversations®, Change Anything Training is a breakthrough application of powerful social science skills to equip everyone with the ability to succeed at self-directed change. Change Anything skills help employees and leaders take charge of their own change in ways that lead to greater engagement, performance, health, and personal happiness.

Participants will leave with the skills and support to become substantially more effective at:

- Performance Management
- Corporate Wellness
- Change Management
- Participants will learn how to:
  - Diagnose what's keeping them stuck in the status quo
  - Create change plans that lead to desirable and lasting results
  - Translate performance feedback into action
  - Use six sources of influence to make individual change inevitable

### **Who should attend:**

- Executives desiring employees to engage in “self-directed” change
- Leaders of Corporate Wellness initiatives
- Leaders tasked with upgrading an organization's performance management practices
- Managers who are expected to coach and develop employees
- High-potential employees who will benefit from understanding how to influence human behavior

**Date/Times:** Thursday, March 9, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$595/MACNY Member; \$795/MACNY Member; \$535.50/Individual Member

**Facilitator:** David Freund

**Website Address** [www.macny.org](http://www.macny.org)

## The 15 Invaluable Laws of Growth

*(Click the course title above to register online)*

### **Program Overview:**

- Does it seem like you give the same performance feedback to individuals year after year with no improvement?
- Are your employees unable to translate performance feedback into action?
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- Do you have wellness initiatives that need more consistent measurement or support?

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**Date/Times:** Tuesday, February 14, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$595/MACNY Member; \$795/MACNY Member; \$535.50/Individual Member

**Facilitator:** David Freund

**General Information** [315-474-4201](tel:315-474-4201)



# Leadership & Supervisory Skills (Continued)

## Crucial Conversations®

*(Click the course title above to register online)*

### **Program Overview:**

#### What is a Crucial Conversation?

A crucial conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—cause teams and organizations to get less-than-desirable results.

#### Crucial Conversations Training

Drawing on 30 years of research, this award-winning training teaches you how to achieve spirited dialogue at all levels in your organization; you'll begin to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training experience introduces a set of tools that builds alignment, agreement, and interpersonal communication.

Tools for Talking When Stakes are High - Discover how Crucial Conversations Training will drive change for good throughout your organization, enabling you to:

- Resolve disagreements—accurately address concerns by talking respectfully, candidly, and skillfully with someone in a safe way
- Build acceptance rather than resistance—give and receive feedback in a way that enhances relationships and improves results
- Speak persuasively, not abrasively—effectively talk about high-stake, emotional, and controversial topics
- Foster teamwork—get the right people involved in a way that ensures better decision-making and guarantees commitment and conviction

### **Who Needs Crucial Conversations Training?**

Does your organization suffer from taboo topics, deference, disagreement, analysis paralysis, information hoarding, office politics, or alienation? Do you work with others who are hard to get along with, drag their feet, avoid tough issues, advocate their position excessively, respond poorly to pressure, easily become emotional, or run away when disagreements arise? Then you, your team, or your organization needs Crucial Conversations Training.

**Who should attend:** Managers and Supervisors

**Dates/Times:** Tuesday, February 28 and March 7, 2017 from 8:30 AM to 4:00 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$995/MACNY Member; \$1,295/Non-Member  
\$895.50/Individual Member

**Facilitator:** David Freund

## TLT: Supervisory Leadership

*(Click the course title above to register online)*

### **Program Overview:**

Helping incumbent workers step onto the managerial track need not be intimidating. MACNY makes it easier than ever before with our updated Tomorrow's Leaders Today™ – Supervisory Leadership program. This exciting new format includes updated content, assessments, and a one-on-one coaching session with our instructor.

The goal is to motivate supervisors to truly lead and have the passion to improve their departments and operations. This supervisor development program will help your employees become better communicators, exceptional coaches, and outstanding leaders. The end result is that your organization improves as your leaders and workforce improves. This will be critical for sustaining your competitive edge.

Our instructor has practical and significant manufacturing experience as a leader within several organizations. He has the ability to motivate the audience and influence change within individuals.

This new format consists of five, four-hour sessions at MACNY headquarters. Each participant will complete a self-assessment that will provide a platform for action and the coaching session. The class is designed to facilitate professional development and real results beyond just a training class.

**Dates/Times:** From 8:30 AM to 12:30 PM each of the following dates...

- Tuesday, January 10, 2017
- Thursday, January 12, 2017
- Thursday, January 19, 2017
- Tuesday, January 24, 2017
- Thursday, January 26, 2017

**Location:** MACNY Headquarters

**Cost:** \$750/MACNY Member; \$950/Non-Member  
\$675/Individual Member

**Facilitator:** David Freund

# Leadership & Supervisory Skills (Continued)

## The 21 Irrefutable Laws of Leadership

MACNY will now be exclusively offering Individual Members a **monthly mastermind discussion group** based around John Maxwell's book "**The 21 Irrefutable Laws of Leadership.**" The group will be led by Certified John Maxwell Team Coach and MACNY Chief Leadership Officer, David Freund.

Here is what you can expect:

- An hour-long session each month (schedule below)
- Each month David will provide a training on 1-2 Laws
- The sessions will run throughout the entire year cycling through each law – no need to start at law #1, you can join us at any time and pick right up with that month's session

Here is what you will need to do:

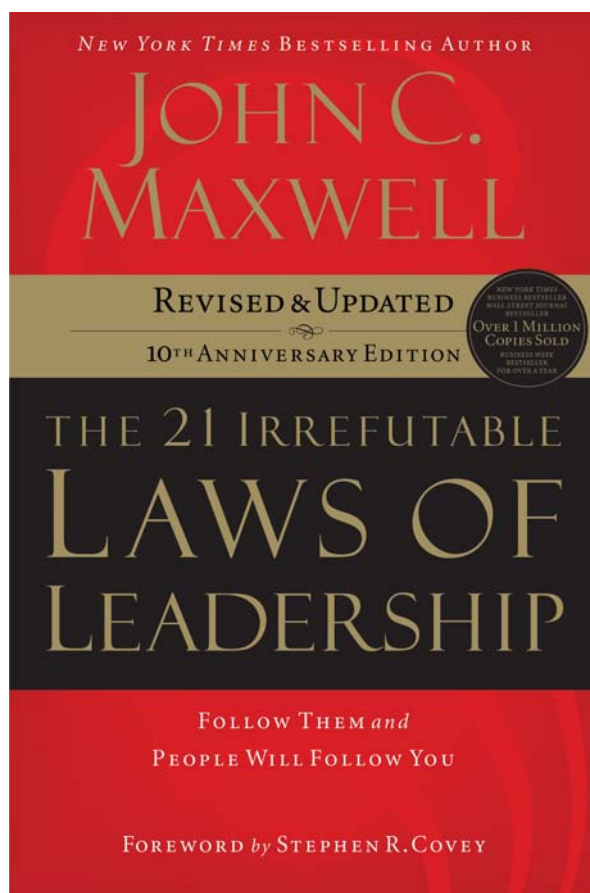
- Save the date on your calendar for each month's session
- Purchase a copy of "**The 21 Irrefutable Laws of Leadership**" by John Maxwell
- Come prepared to discover leadership as seen through the eyes of this New York Times, bestselling author and INC Magazine's and the American Management Associations number one leadership guru.
- Register to attend

We are so glad to be able to offer you this program (valued at \$400) at no cost as an additional benefit to being an Individual Member. **To register for one, some, or all sessions please contact Marisa Norcross directly at 315-474-4201 ext. 22 or [mnorcross@macny.org](mailto:mnorcross@macny.org).**

*\*Please note that this offer is only for Individual Members. If you or someone you know would be interested in joining Individual Membership and/or attending the mastermind group, please let Marisa know.*

2017 Mastermind Group Schedule – All sessions will be held at MACNY from 9:00 AM to 10:00 AM

- Friday, January 6
- Friday, February 3
- Friday, March 3
- Friday, March 31
- Friday, May 5
- Friday, June 2
- Friday, July 7
- Friday, August 4
- Friday, September 8
- Friday, October 13
- Friday, November 3
- Friday, December 1







# **Personal & Business Development**

## **7 Secrets of a Highly Organized Professional**

*(Click the course title above to register online)*

### **Program Overview:**

In order to remain competitive, highly successful and profitable companies constantly look for ways to get more done in less time. Forming the right work habits, implementing a system to stay organized, focusing on priorities and improving the quality of life are what getting organized is all about. Even people that are already organized can benefit from this workshop because they will learn new skills and improve efficiency. It's all about work habits, not gadgets!

### **Topics Covered:**

- Managing projects effectively and efficiently
- Discuss self-defeating behaviors including procrastination
- Handling incoming items (paper, voice mails, e-mails, etc.) and prioritizing
- Learning the ESCAPE method, Lisa's six-step method to organizing any space
- Managing time effectively

### **Results:**

- Learn simple skills that can be used that same day
- Learn to manage and prioritize your workload using simple solutions
- Feel less overwhelmed
- Develop new habits that will enhance your life and feeling of well-being

### **Who should attend:**

Individuals that are managing multiple projects, incoming items, and are looking to prioritize their daily work efficiently and effectively; Any person that wishes to become more focused, organized, and productive in their business surroundings

**Date/Times:** Tuesday, January 24, 2017 from 12:30 PM to 3:30 PM

**Location:** MACNY Headquarters

**Cost:** \$145/MACNY Member; \$159/Non-Member; \$130.50/Individual Member

**Facilitator:** Lisa DeVeau

*Any of the courses in this brochure can be customized for your facility and conducted at your location...*

*contact the MACNY Training Department at 315 - 474 - 4201 ext. 5*



# Management Systems

## ISO 9001:2015 Internal Auditor

*(Click the course title above to register online)*

### **Program Overview:**

This course is designed to provide a detailed review of the **new** ISO 9001:2015 Quality Management System (QMS) Standard requirements, with an emphasis on developing or enhancing audit techniques. The course is designed to teach new auditors the basic skills of audit planning, execution, reporting, and close-out. The course is also beneficial to experienced auditors who want to “upgrade” to the new requirements of the 2015 Standard and hone their auditing skills. The enhanced program emphasizes “process approach” audit techniques and skills and corrective action implementation and verification to add greater value to your Internal Audit Program.

### **Topics Covered:**

Lecture and interactive workshops provide information and demonstration of the following topics:

- Quality Management System Overview
- Deep Dive review of the ISO 9001:2015 Requirements
- Process-Approach Audit Techniques
- Auditing Planning
- Audit Interview Techniques
- Recording of Audit Objective Evidence
- Audit Reporting
- Nonconformance Writing and Audit Report Preparation
- Corrective Action Verification and Audit Close-out

### **Who should attend:**

Quality Professionals, ISO 9001, new or existing Internal Auditors, Management Representatives, Management Personnel who want to learn how to be audited.

**Dates/Times:** Monday, February 6 and Tuesday, February 7, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$650/MACNY Member; \$850/Non-Member; \$585/Individual Member

**Facilitator:** Tara McInerney

## ISO 9001:2015 Transition Implementation

*(Click the course title above to register online)*

### **Program Overview:**

This class reviews the differences from the 2008 to the 2015 ISO 9001 Standard. Interpretation of the new and revised requirements will be discussed with an emphasis on sharing best practices on how to revise your existing QMS to meet the new Standard Requirements.

### **Who should attend:**

Current ISO 9001 Management Representatives, Quality Managers and Coordinators, Quality Engineers, ISO Implementation Team members

**Date/Times:** Thursday, February 9, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$395/MACNY Member; \$795/Non-Member; \$355.50/Individual Member

**Facilitator:** Tara McInerney

## ISO 9001:2015 Leadership Overview

*(Click the course title above to register online)*

### **Program Overview:**

This class reviews the new requirements and expectation of Leadership as outlined in the ISO 9001:2015 Standard. The new requirements of the Standard, as they relate to Leadership, will be reviewed and discussed. Expectations of Leadership during Internal and External Audits will also be discussed to prepare your organization's Leadership team for your transition to the 2015 Standard.

### **Who should attend:**

Current ISO 9001 Management Representatives, Quality Managers and Coordinators, Quality Engineers, ISO Implementation Team members

**Date/Times:** Tuesday, March 28, 2017 from 1:00 to 3:00 PM

**Location:** MACNY Headquarters

**Cost:** \$195/MACNY Member; \$395/Non-Member; \$175.50/Individual Member

**Facilitator:** Tara McInerney

## Root Cause Analysis

*(Click the course title above to register online)*

- Do many audits reveal a lack of effective corrective action?
- Do you have many nonconformances remaining unresolved or emerging again to create customer dissatisfaction and audit nonconformances?
- Do your records reveal a lack of understanding and implementation of disciplined tools?

### **Program Overview:**

This practical, interactive training program is designed to provide quality and operating professionals with an understanding of the processes and techniques that lead to root cause analysis and effective corrective action. The course presents the context and the tools for determining the root cause of nonconformances which will allow for the implementation of effective corrective action. Presented through case studies and group workshop exercises, this course will strengthen your ability to take the fundamental step for continual improvement.

### **Course Outline:**

- Introduction
- ISO and Corrective Action
- The Plan Do Check Act Cycle
- An 8 D Approach to Corrective Action
- Correction, root cause analysis and corrective action
- A Tool Box for Corrective Action - five basic tools for success

### **Who should attend:**

Anyone who is interested in helping their Quality Managers, Quality Engineers, Supervisors, Managers or Project Managers working to improve the organizations performance and effectiveness.

**Date/Times:** Tuesday, March 28, 2017 from 8:30 AM to 12:30 PM

**Location:** MACNY Headquarters

**Cost:** \$195/MACNY Member; \$395/Non-Member \$175.50/Individual Member

**Facilitator:** Tara McInerney

## IT Organization Process Framework Instruction & ITIL Foundation Certification (ISO/IEC 20000)

### Improving Information Technology's Value to Business

(Click the course title above to register online)

#### **Program Overview:**

*"A company's information technology tools are only as useful as its IT staff's ability to deploy and sustain them."*

This course is designed for all members of the Information Technology (IT) workforce: technicians, developers, system engineers, project managers and IT managers. The course objectives are to:

- Describe the overlooked role that IT professionals have in creating business growth opportunities, operating efficiencies and customer satisfaction
- Develop an understanding of the 5-stages of the ITIL IT Service Management lifecycle of strategy, design, transition, operations and continual service improvement
- Introduce the twenty-six processes that underpin the 5-stages of the IT Service Management lifecycle
- Prepare the student to sit for the ITIL Foundation Certification Exam

This course differs from other technology certification programs in that ITIL addresses how the IT organization delivers business value to the company. ITIL training provides guidance to IT managers on how to align IT processes, investments and initiatives with business goals and enable their achievement.

The ITIL Foundations course gives the student a complete, high-level model against which to assess their organization's current state, define an improved future state, and build a roadmap to achieve that future state.

#### **Topics Covered:**

##### Module 1: Business Focus

- Understanding the relationship between business operations and IT processes
- Five stages of the IT Service Management Lifecycle

##### Module 2: Strategy Processes

- Strategy, Finance, Service Portfolio, Business Relationship, Demand Management

##### Module 3: Design Processes

- Design, Capacity, Availability, Security, Continuity, Performance Management, Supplier Management, Service Catalog

##### Module 4: Transition Processes

- Transition Planning, Change Management, Change Evaluation, Knowledge Management, Validation & Testing, Release and Deployment, Configuration Management

##### Module 5: Operations Processes

- Access, Request, Event, Incident, Problem Management

##### Module 6: Continual Service Improvement

- Seven-step Improvement Process

#### **Who should attend this course?**

- Members of the IT community who want to develop a broader knowledge of best practices for planning, developing, deploying and operating a company's IT systems and infrastructure
- IT managers who want to improve the quality, cost and efficiency of their company's IT assets, organizations and suppliers

**Dates/Times:** Friday, March 3, 10, 17, and 24, 2017 from 8:30AM to 3:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$1,750/MACNY Members; \$2,000/Non-MACNY Members; \$1,575/Individual Members

**Facilitator:** Paul Fitterer

**Website Address** [www.macny.org](http://www.macny.org)

**General Information** 315-474-4201

# **Lean-Six Sigma & Lean Manufacturing**

## [Lean - Six Sigma & Structured Problem Solving Black Belt Online](#)

*(Click the course title above to register online)*

- Are your processes performing at their best? How productive could they be? How would you find out?
- What factors are the most critical to ensure your product or service meets your customers' requirements?
- Can you reduce your costs and still improve your quality and reduce your cycle times?

### **Program Overview:**

This Black Belt course combines e-learning with practical application to ensure knowledge transfer of the Six Sigma methodology to the potential Black Belt candidates. The program is structured such that tools are learned through a series of online lectures and demonstrations followed by classroom-based training workshops. Using demonstrations, exercises, and project work, these workshops focus on one DMAIC phase (with the exception of Define and Measure combined) and are designed to put the tools learned into practical application. Participants will apply learned skills to complete a business-focused project, thus providing organizations with a return on their training investment.

### **Topics Covered:**

- Six Sigma methodology and DMAIC process
- Measurement assessment and tools
- Six Sigma strategy deployment
- Principles of Statistical Methods and tools
- Project management
- Design of Experiment
- Mistake proofing and SPC to ensure performance

### **Who should attend:**

Quality Managers, Quality Engineers, Supervisors, Managers, or anyone having the responsibility for solving problems in your organization

**Special arrangements have been made for students to utilize Mini-tab during this training free of charge.**

**THIS COURSE MUST BE REGISTERED AND PAID IN FULL PRIOR TO THE START OF CLASS!**

**Date:** Starts Sunday, January 15, 2017

**Location:** Online

**Cost:** \$3,680/MACNY Member; \$4,000/Non-Member

**Facilitator:** Syracuse University/The TCM Group

## [Lean - Six Sigma & Structured Problem Solving Green Belt Online](#)

*(Click the course title above to register online)*

- Are your Corrective and Preventive Action systems thriving?
- Have you realized quantifiable improvement through your Corrective and Preventive Action processes?
- Do your Supervisors or Managers really understand and apply appropriate problem solving methodologies?

### **Program Overview:**

This course teaches the methodology of Problem Solving to apply appropriate and effective analysis tools to prevent the recurrence of problems and prevent the occurrence of potential problems.

### **Topics Covered:**

- Problem Identification
- Problem Definition
- Immediate Correction and Containment
- Root Cause Analysis
- Cause and Effect Diagrams
- Corrective Action Implementation
- Preventive Action Implementation
- Follow-Up Verification

### **Who should attend:**

Quality Managers, Quality Engineers, Supervisors, Managers, or anyone having the responsibility for solving problems in your organization

**Special arrangements have been made for students to utilize Mini-tab during this training free of charge.**

**THIS COURSE MUST BE REGISTERED AND PAID IN FULL PRIOR TO THE START OF CLASS!**

**Date:** Starts Sunday, January 15, 2017

**Location:** Online

**Cost:** \$1,840/MACNY Member; \$2,000/Non-Member

**Facilitator:** Syracuse University/The TCM Group



## Project Management: PMP Prep

*(Click the course title above to register online)*

### **Program Overview:**

This course is intended for people who are interested in developing skills in project management. This class will also help prepare you for the PMP exam and meet the 35 hour Project Management class time required to become certified.

### **Topics covered:**

- Understanding the elements of successful project management
- Reviewing & understanding the project review process
- The organization and planning necessary from requirements definition to project closure
- The process used to determine project scope, estimate costs and schedules, organize and staff a project, monitor project progress, and develop lessons learned from completed projects
- Prepare for the PMP exam
- Have fun and learn how to be a better Project Manager!

Class discussions will be based on case situations and on articles from business and technical publications. The class will include hands-on work with cost estimation, project scheduling, resource allocation and earned value analysis.

### **Who should attend:**

Project Managers, Materials Managers, Purchasing Managers and Senior Buyers, Supplier Quality Leaders, Production and Material Control Leaders or anyone having responsibility or playing a significant role in managing or improving the company's suppliers.

**Date/Times:** Friday, January 13, 20, 27, and February 3, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$1,350/MACNY Member; \$1,650/Non-Member; \$1,215/Individual Member

**Facilitator:** Patrick Penfield

## Supply Chain Management

*(Click the course title above to register online)*

- Are you looking to understand how your supply chain system works?
- Do you want to measure the utilization, efficiency and capacity of your company?

### **Program Overview:**

This course will teach students about supply chain management systems from Performance Measurements to ERP. Students will also learn all of the various aspects of manufacturing planning and control.

### **Topics covered:**

- Understand Supply Chain Management Systems – why they are important.
- Learn the language and methods of Supply Chain Management with an emphasis on knowledge needed to become CPIM certified.
- Learn how ERP systems work.
- Be able to understand the impact a decision in one supply chain area has on other supply chain components.
- Learn to think multi-dimensionally & creatively.

### **Who should attend:**

Materials Managers, Purchasing Managers and Senior Buyers, Supplier Quality Leaders, Production and Material Control Leaders or anyone having responsibility or playing a significant role in managing or improving the company's suppliers.

**Date/Times:** Friday, March 31, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$250/MACNY Member; \$450/Non-Member; \$225/Individual Member

**Facilitator:** Patrick Penfield



## OSHA 30-Hour General Industry Training

*(Click the course title above to register online)*

### **Program Overview:**

This course will provide awareness training on general industry safety and health topics. It is designed as an entry level course for employees in manufacturing and other general industry areas. Emphasis will be placed on identifying hazards and control measures. Upon successful completion, participants will receive the OSHA General Industry Safety & Health 30 Hour card.

### **Topics covered:**

- Introduction to OSHA, including OSH Act; General Duty Clause; Inspections, Citations and Penalties; Recordkeeping
- Walking and Working Surfaces
- Exit Routes, Emergency Action Plans, Fire Prevention Plans, and Fire Protection
- Electrical
- Personal Protective Equipment
- Machine Guarding
- Hazard Communication
- Confined Space
- Lockout/Tagout
- Ergonomics
- Safety and Health Programs
- Intro to industrial hygiene
- Hand & power tools
- Ladders
- Scaffolds
- Fixed industrial stairs
- Compressed gasses
- Welding, cutting, and brazing
- Materials Handling
- Hazard Communication

**Dates/Times:** Wednesday, January 11, 18, 25, February 1, & 8, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

***Individuals must attend all five full days of training to receive certification***

**Location:** MACNY Headquarters

**Cost:** \$ 1,005 per MACNY Member; \$1,305 per Non-Member, \$904.50/Individual Member

**Facilitator:** Mark Sliker and Sue Zampella, Occupational Safety Consultants

## OSHA 10-Hour General Industry Training

*(Click the course title above to register online)*

### **Program Overview:**

This program is primarily intended for individuals who need general knowledge on industrial safety and health. Excellent overview for supervisors and group leaders or human resource professionals with no safety background.

The 10-Hour course emphasizes hazard identification, avoidance, control, and prevention. This training program is provided through the MACNY/OSHA Alliance, whose goal is to help small business develop world-class safety programs.

### **Topics covered:**

- Introduction to OSHA, including OSHA Act; General Duty Clause; Inspections, Citations and Penalties; Recordkeeping
- Walking and Working Surfaces
- Exit Routes, Emergency Action Plans, Fire Prevention Plans and Fire Protection
- Electrical
- Personal Protective Equipment
- Machine Guarding
- Hazard Communication
- Confined Space
- Lockout/Tagout
- Ergonomics
- Safety and Health Programs

### **Who should attend:**

HR Managers, Supervisors, Team Leaders, individuals responsible for safety compliance at your facility

**Dates/Times:** Thursday, January 26 and February 2, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

***Individuals must attend both days of training to receive certification***

**Location:** MACNY Headquarters

**Cost:** \$ 395 per MACNY Member; \$595 per Non-Member, \$355.50/Individual Member

**Facilitator:** Mark Sliker, Occupational Safety Consultants



## **Safety Training (Continued)**

### **Forklift Operator Safety: Train-the-Trainer**

*(Click the course title above to register online)*

- Do you know what OSHA 1910.178 says about your responsibility concerning the operation of “powered industrial trucks” within your facility?
- Did you know that a powered pallet truck is included in the regulation concerning training your employees?

#### **Topics covered:**

- Component identification of all controls
- Various driving characteristics of the forklift
- The stability triangle and the tip factor
- How a forklift differs from a car and what is involved in stopping a forklift truck
- How to perform the “daily checklist” that is required under OSHA standards
- How to read the data tag and what to do if the forklift tips over
- Safe driving rules and OSHA mandates
- Safe and proper loading dock procedures
- Safe handling of various fuels that power the forklift
- Proper recordkeeping

***All participants will be provided with a certificate of completion for their files***

**Date/Times:** Friday, February 10, 2017 from 8:30 AM to 3:30 PM (Lunch provided)

**Location:** MACNY Headquarters

**Cost:** \$300/MACNY Member; \$500/Non-Member; \$270/Individual Member

**Facilitator:** Dave Bennett

*Any of the courses in this brochure can be customized for your facility and conducted at your location...*

*contact the MACNY Training Department at 315 - 474 - 4201 ext. 5*





# **Facilitator Biographies**

## **Dave Bennett**

Dave is a 39 year employee of Thompson and Johnson Equipment Co., Inc. in East Syracuse, NY. A leading multi-line dealer of material handling equipment (forklifts) and a dealer for Advance industrial floor cleaning line. Dave has spent 20 years as a mechanic, of which 12 were on the road servicing material handling equipment (forklifts). His last 19 years have been in his current position as a trainer in mandatory OSHA forklift safety training, making him a longtime veteran in the field of material handling equipment. He is also the EH&S Mgr. for Thompson & Johnson. In his many years, he has seen many accidents and unsafe practices and brings that real-life experience into his classroom. He delivers training with a casual relaxed atmosphere that encourages individuals to take the information to heart and stay attentive. Dave has received his training from the largest names in material handling equipment and holds training certificates from Clark Equipment, Crown Forklifts, and Toyota Forklifts, all lines that Thompson and Johnson represents.

Course Taught: Forklift Operator Safety Train-the-Trainer pg 16

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## **Lisa DeVeau**

Lisa DeVeau is President and founder of Completely Organized, Inc. and is a Certified Professional Organizer®. Lisa instructs and speaks regularly for professional groups and young adults on the topic of getting organized. Completely Organized, Inc. was recognized by the Central New York Chapter of American Society of Training & Development (ASTD) as the consultant that had demonstrated a clear, concise, and relevant program to meet clients' needs. Completely Organized, Inc received the CNY BEST award in this category for 2008. She is a member of the National Association of Professional Organizers (NAPO) and the Greater New York Area Chapter of NAPO. She saw a growing need for professional organizers and quickly expanded the company's services. She now has a team that specializes in different aspects of organizing services and products. Lisa's concentration is on corporate and residential organizing and services include Paper Management, Project Planning, Office Makeovers and Redesign, Moving and Relocation Services, and Clutter and Storage Solutions. She has developed many innovative products....The Executive Phone Minder, Desk Drawer to Go, Activity Tags and the Reading Overload Survival Kit. Her company's motto is "being organized is not a gift, but a skill that can be learned."

Course Taught: 7 Secrets of a Highly Organized Professional pg 9

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## **Paul Fitterer**

Paul has an extensive understanding of the relationship between business performance and IT in the Industrial Business Sector. He has held positions of Global Vice President/CIO for Ingersoll Rand's Security Technologies Sector and Vice President/CIO for Marietta Corporation. As a principal with IT Performance LLC his focus is on establishing IT Performance in Central New York as a manufacturing executives' IT planning, decision support and IT organization performance improvement consultancy.

He holds B.S. and M.S. degrees in Computer Science from Virginia Polytechnic Institute and Rensselaer Polytechnic Institute respectively, with executive management training at the Harvard John F. Kennedy School of Government, High Performance's Systems Thinking Program and the University of Connecticut School of Business.

Paul is a certified ITIL Expert, ISO 20000 Consultant Manager, and Project Management Professional (PMP). He is a member of the Society for Information Management, the Project Management Institute, and the Manufacturing Association of Central New York. He is retired from the U.S. Navy with 26-years of combined active and reserve service in the field of information technology.

Course Taught: IT Organization Process Framework Instruction & ITIL Foundation Certification (ISO/IEC 20000) pg 12



## **Facilitator Biographies (Continued)**

### **David Freund**

David Freund is the Chief Leadership officer of MACNY. His background includes over 35 years of manufacturing experience with and expertise in developing and implementing quality management systems, manufacturing control systems and self-directed work teams. David serves on the boards of nonprofits, privately held companies as well as a past member of the Onondaga Central School board. He also served as chairman of the MACNY's Factory Management Council.

Courses Taught: Change Anything pg 6, The 15 Laws of Growth pg 6, TLT: Supervisory Leadership pg 7, Crucial Conversations pg 7, The 21 Irrefutable Laws of Leadership pg 8

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### **Tara McInerney**

Tara has provided quality and environmental management training, auditing and implementation services to industries for over fifteen years. She has hands-on experience developing ISO 9001, AS9100, ISO 13485, and ISO/TS 16949 Quality Management Systems (QMS) and ISO 14001 Environmental Management System (EMS). She trains management teams, cross-functional implementation teams, internal audit teams. As a Quality Manager for a national engineering firm, she was directly responsible for the implementation of an ISO 9001QMS, which culminated successful registration of 23 divisions across the country. Since starting her own firm over 11 years ago, she has provided ISO 9001 and ISO 14001 support to over 36 manufacturing and service organizations. Tara's knowledge and expertise in both Quality and Environmental Management Systems adds value to organization's by integrating common elements for more efficient, effective systems. She holds a Bachelor of Engineering degree from Manhattan College and is an ASQ-Certified Quality Auditor.

Courses Taught: ISO 9001:2015 Internal Auditor pg 10, ISO 9001:2015 Transition Implementation pg 10, ISO 9001:2015 Leadership Overview pg 11, Root Cause Analysis pg 11

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### **Patrick Penfield**

Patrick Penfield is a Professor of Supply Chain Management Practices and Director of Supply Chain Executive Management Programs at Syracuse University. He was voted Professor of the Year at the Whitman School of Management in 2007 and was awarded The Meredith Teaching award for teaching excellence in 2009. He is Certified in Purchasing Management (CPM), Certified Fellow in Production and Inventory Management (CFPIM) and Certified in Integrated Resource Management (CIRM). Penfield has over 20 years of experience in Supply Chain Management, working with Johnson & Johnson, Philips Electronics and, The Raymond/Toyota Corporation. He is the author of the book Strategic Negotiations Planning - The Buyer's Guide On How to Negotiate with Suppliers. Penfield has authored articles for the Material Handling Industry, Institute of Supply Management, Supply Chain Management Review, American Production and Inventory Control Society and the U.S. State Department. He's a dynamic speaker and has spoken at many national conferences and business meetings. Penfield is regarded as an expert in Green Supply Chain Management practices.

Courses Taught: Project Management PMP Prep pg 14, Supply Chain Management pg 14



## **Facilitator Biographies (Continued)**

### **Mark Sliker**

For the past two decades plus, Mark Sliker has worked in various capacities in health and safety with the New York State Department of Labor, including positions as a Safety Inspector, Mine Safety Trainer, Senior Safety Consultant, Senior Safety Trainer and Safety Supervisor. In these roles, he has overseen work across Syracuse, Utica and Binghamton. In addition, he has experience in developing training materials used in manufacturing and construction. Early in his career, he spent many years conducting safety inspections across various industries.

Courses Taught: OSHA 30-Hour General Industry pg 15, OSHA 10-Hour General Industry pg 15

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### **Syracuse University/The TCM Group**

As the lead instructor for SU's Six Sigma Black Belt program Therese Costich brings a wealth of experience to her class. Therese was a Black Belt for GE Lighting where she trained and coached Black Belts, Green Belts and Champions in Sales, Distribution, Human Resources, and Legal functions. During her tenure she completed one of the largest commercial Six Sigma projects to date. In 1999 Therese became an independent Six Sigma Master Black Belt consultant and trainer with companies such as Ford, Dominion Energy, DuPont, Visteon and Pioneer where she had training, development and management of Six Sigma and Lean Enterprise for her clients. She was the project leader of GOAL/QPC's The Black Belt Memory Jogger – A Pocket Guide for Six Sigma Success. Therese received a BS in Engineering from Rochester Institute of Technology, and an MBA from the Simon School at the University of Rochester. Other program instructors include Ron Sicker and Lori Cohen.

Courses Taught: Lean-Six Sigma & Structured Problem Solving - Black Belt Online pg 13, Lean-Six Sigma & Structured Problem Solving - Green Belt Online pg 13

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### **Sue Zampella**

Sue Zampella joined Occupational Safety Consultants in the spring of 2010 and brings progressive experience in a broad range of environmental, health and safety applications in diverse settings, such as schools, colleges/universities, residential complexes, & chemical and manufacturing facilities. Sue has more than 17 years of experience in health and safety, working as a plant safety engineer, industrial hygienist, environmental manager and risk management consultant. During her career, she has worked with companies to achieve ISNetworld certification, develop ISO 14001 Environmental Management Systems and assisted others in helping them achieve OSHA's VPP Star status. She has knowledge and expertise in managing and mitigating risk in general industry, construction, municipalities and schools. Sue has provided hazard-specific training to a variety of clients and has taught as an adjunct professor in Rochester Institute of Technology's College of Applied Science & Technology, Environmental Management and Safety program. Since 2009, she has taught for the Region II OSHA Education Center, teaching Industrial Hygiene, Respiratory Protection, Ergonomics, Bloodborne Pathogens and Exposure Control, Health Hazards Awareness, Confined Space Standards, Trainer Course in Construction Noise, Introduction to Safety and Health Management, Recordkeeping and OSHA 10- and 30-Hour Construction Courses.

Course Taught: OSHA 30-Hour General Industry pg 15



**The Manufacturers Association**

Training and Workforce Development - Winter 2017