

MACNY Fall Training



The Manufacturers Association

**Training and Workforce Development
Fall 2017**

Easy Registration...

Website

Register on-line at 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

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 Fall 2017!

September

SUN	MON	TUE	WED	THU	FRI
3	4 MACNY Offices Closed 	5	6 	7	8
10 Lean Six Sigma Black Belt Online Program Lean Six Sigma Green Belt Online Program	11	12	13	14	15 Project Management
17	18	19	20	21 Lean Overview	22 
24	25	26 Making Today Matter	27 Winning Your Fair Share of the Mfg Marketplace in 2017 and Beyond	28	29



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Welcome to Fall 2017!

October

MON	TUE	WED	THU	FRI
2	3 TLT: Supervisory Leadership Day 1 of 5 ISO 9001:2015 Transition Implementation	4	5	6
9	10 TLT: Supervisory Leadership Day 2 of 5	11	12 Change Anything ISO 9001:2015 Internal Auditor Day 1 of 2	13 ISO 9001:2015 Internal Auditor Day 2 of 2
16	17	18 Forklift Operator Safety: Train-the-Trainer	19 The 7 Basic Quality Control Tools Day 1 of 4 TLT: Supervisory Leadership Day 3 of 5	20 LIVE2>>LEAD
23	24 Lean-Six Sigma and Structured Problem Solving Yellow Belt. Day 1 of 2. TLT: Supervisory Leadership Day 4 of 5	25 Mastering Emotional Intelligence. Level 1 Lean-Six Sigma and Structured Problem Solving Yellow Belt, Day 2 of 2	26 The 7 Basic Quality Control Tools Day 2 of 4	27
30	31 TLT: Supervisory Leadership Day 5 of 5 			



Welcome to Fall 2017!



November

MON	TUE	WED	THU	FRI
		1	2 The 7 Basic Quality Control Tools Day 3 of 4	3 Strategic Sourcing
6	7 5S and Visual Workplace	8	9	10
13	14	15 ISO 9001:2015 Leadership Overview	16 The 7 Basic Quality Control Tools Day 4 of 4	17
20	21	22	23 MACNY Offices Closed 	24 MACNY Offices Closed
27	28 Crucial Conversations Day 1 of 2	29 Crucial Conversations Day 2 of 2	30 The 7 Basic Quality Control Tools, Train-the-Trainer	



Welcome to Fall 2017!

December

MON	TUE	WED	THU	FRI
				1
4	5	6	7 Understanding Yourself and Others - Behavior Styles (DiSC)	8
11	12 Happy Hanukkah 	13	14 Lean Office	15
18	19	20	21	22
25 MACNY Offices Closed 	26	27	28	29

Leadership & Supervisory Skills

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:

- Tuesday October 3, 2017
- Tuesday, October 10, 2017
- **Thursday**, October 19, 2017
- Tuesday, October 24, 2017
- Tuesday, October 31, 2017

Please note the different day of the week on Thursday, October 19

Times: From 8:30 AM to 12:30 PM each day

Location: MACNY Headquarters

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

Facilitator: David Freund

Website Address www.macny.org

Mastering Emotional Intelligence, Level 1

(Click the course title above to register online)

Program Overview:

Whether you are aware of them or not, emotions are intertwined in everything you think, do, and say each day on the job, in your career, and through your life. Emotional Intelligence (EQ) is how you handle yourself and others on the job.

People who develop their EQ communicate effectively, handles stress well, make good decisions, handle conflict productively, are better team players, respond flexibly to change, influence others more, and provide top-notch performance.

The program has one purpose...to increase your EQ.

Here's What You Will Do!

1. Discover what EQ is and why it matters at work.
2. Broaden your awareness of the role of your emotions in your job, your profession, and at work.
3. Explore the four EQ skills in action: Self-Awareness, Self-Management, Social Awareness, and Relationship Management.
4. Discuss real world examples and experiences, what works, what doesn't, and what to do next time.
5. From the Emotional Intelligence Appraisal assessment results, understand your current level of emotional intelligence (strengths and weaknesses) and where to focus your development.
6. Complete your own EQ Development Plan to include one EQ goal and specific EQ practice strategies that will help you achieve this goal.

Learning Features You Receive In Your Emotional Intelligence Appraisal®

1. Comprehensive EQ scores, analysis, and recommended strategies are based upon the participant's unique score profile and are designed to bridge the learning-doing gap.
2. Goal setting, result sharing, and goal tracking system.
3. EQ lessons include movies and TV clips with analysis to bring EQ to life.
4. A scheduled re-test comes with a full change-score report and recommended strategies based on new results.

Date/Times: Wednesday, October 25, 2017 from 8:30 AM to 4:30 PM
(Lunch provided)

Location: MACNY Headquarters

Cost: \$495/MACNY Member; \$695/Non-Member; \$445.50/Individual Member

Facilitator: David Freund



Leadership & Supervisory Skills (Continued)

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, October 12, 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

Making Today Matter

(Click the course title above to register online)

Program Overview:

Have you ever had a day when you went home exhausted but didn't really know what you accomplished? Are you rushing from one task to the next stuck in the tyranny of the urgent? Are there meaningful things that wish you could get to but you can't find the time? Are you worried that you can't take the time off that you have earned and need?

If the answer to any of these questions is yes, plan on attending Making Today Matter. This new offering from MACNY will give you the insights and tools needed to make the most out of your life as you take control of your daily agenda.

Each attendee will leave the session with tools in hand to begin making the needed changes from that very day.

Dates/Times: Tuesday, September 26, 2017 from 8:30 AM to 10:30 AM

Location: MACNY Headquarters

Cost: \$99/MACNY Member; \$195/Non-Member
\$89/Individual Member

Facilitator: David Freund



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, November 28 and Wednesday, November 29, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

Location: MACNY Headquarters

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

Facilitator: David Freund

Website Address www.macny.org

Understanding Yourself and Others - Behavior Styles (DiSC)[®]

(Click the course title above to register online)

Program Overview:

This training program utilizes the DISC™ Profile tool to help participants understand their behavioral tendencies better and participants will become more aware of the people they interact with daily. The program provides participants insight into their behavioral characteristics, communication style, and behavioral adaptations to their work environment.

The class will provide a comprehensive behavioral styles report through TTI Success Insights®. The report will provide a personalized behavioral overview for each participant and it will be a platform for implementing improvement plans that will help the participant and their organization become more successful.

Topics Covered:

- Improve communication
- Improve teamwork and relationships
- Build trust and enhance your credibility
- Achieve greater productivity for your team

Who should attend: All Employees

Date/Times: Thursday, December 7, 2017 from 8:30 AM to 12:30 PM

Location: MACNY Headquarters

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

Facilitator: David Freund

LIVE2LEAD

WHAT IS LIVE2LEAD?

LIVE2LEAD is an interactive broadcast facilitated by **David Freund, MACNY's Chief Leadership Officer**. It is a leader development experience designed to equip you with new perspectives, practical tools, and key takeaways. You'll breathe new life into your leadership during this information-packed day-long event. Learn from world-class leadership experts and return to your office ready to implement your new action plan and lead with renewed passion and commitment.

THE SPEAKERS



JOHN C. MAXWELL
Leadership Expert, *New York Times* Bestselling Author, and Coach



DAVE RAMSEY
Personal Money-Management Expert, Bestselling Author



CHERYL BACHELDER
Former CEO, Popeyes Louisiana Kitchen, Inc.



WARRICK DUNN
Former NFL Running Back, Partner of the Atlanta Falcons

WHAT YOU'LL GAIN

RENEWED ENERGY

Live2Lead is designed to deliver the very best leadership content that inspires and motivates all who attend.

NEW RELATIONSHIPS

Grow your own leadership as you connect with other influencers in your local community. Expand your network with relationships that produce tangible results.

NEW IDEAS

Live2Lead is a world-class leadership experience packed into a day-long format, full of rich content, key takeaways and easy-to-implement action plan.

EVENT DETAILS

DATE: Friday, October 20, 2017

TIME: 9 AM – Check In | 9:30 AM to 3:30 PM – Program, including lunch

LOCATION: The Lodge at Welch Allyn, Skaneateles Falls

PRICE: \$125 per person

ONLINE REGISTRATION: Visit <https://www.macny.org/live2lead/>



Leadership & Supervisory Skills (Continued)

Winning Your Fair Share of the MFG Market in 2017 and Beyond

(Click the course title above to register online)

Program Overview:

This program is for the CEOs and Sales Leaders who feel their organizations have not yet won their fair share of their potential market. You have great products/services. You've amassed a dedicated team. You have loyal clients realizing tangible results with their offerings. But improving sales results remains your most elusive challenge. You're not seeing the sales growth you know the company deserves. By attending this event, you will begin to see how to achieve exponential year-over-year sales growth...so that you can win your fair share.

Benefits of Attending:

- What It Takes to Win B2B Technology Sales in 2017 and Beyond
 - The Must Do's for 2017- Sales Process & Skills
 - The Must Do's for 2017- Sales Team Recruiting
 - Sales Strategy- 3Ms
 - Sales Methods
 - and more
- Finding, Assessing and Selecting Top Performing B2B Sales Teams
 - Getting and Keeping The Right Sales Team in Place
 - Why Underperformers Ruin The Ability to Hire High Performers
 - Sales Assessment Tools Are More Reliable Than Gut Feel
 - and more
- Copy of The Smart Sales Method 2017 book

Who Should Attend: CEOs, Presidents, Sales Vice-Presidents, and Board Directors of BMNA member companies interested in improving sales results for their organizations.

Date/Times: Wednesday, September 27, 2017 from 7:30 AM to 10:30 AM

Location: MACNY Headquarters

Cost: Free/MACNY Member; \$25/Non-Member

Facilitators: Joe Morone and Karen Benjamin



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: Thursday, October 12 and Friday, October 13, 2017 from 8:00 AM to 4:00 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: Tuesday, October 3, 2017 from 8:00 AM to 4:00 PM (Lunch provided)

Location: MACNY Headquarters

Cost: \$395/MACNY Member; \$595/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: Wednesday, November 15, 2017 from 12:00 to 2:00 PM

Location: MACNY Headquarters

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

Facilitator: Tara McInerney

Lean-Six Sigma & Lean Manufacturing

[Lean - Six Sigma & Structured Problem Solving Yellow Belt Classroom](#)

(Click the course title above to register online)

Program Overview:

This course is designed to provide a thorough review of the Lean-Six Sigma tools and methodology. This Yellow Belt course will provide the basic and powerful tools to generate immediate improvement throughout your business. The course will focus on the DMAIC structured problem solving methodology. It will enable your employees to apply basic principles and tools within a project format for improving his or her daily work. The course will provide practical examples and allow your employees to apply the strategies to specific projects that they can work on within their area of the business.

Topics Covered:

- The need for continuous improvement and world-class performance
- Lean-Six Sigma methodology and DMAIC process
- Project definition strategies
- Establishing baselines and data collection
- Measurement system analysis
- Root cause analysis, Pareto analysis, cause and effect
- Statistical methods and tools
- Priority matrix and brainstorming
- Control charts and SPC

Who should attend:

Functional Managers, Process Owners, Quality Engineers, Supervisors, or anyone having the responsibility for improving organizational performance

Dates/Times: Tuesday, October 24 and Wednesday, October 25, 2017 from 8:30 AM to 4:30 PM (Lunch Provided)

Location: MACNY Headquarters

Cost: \$500/MACNY Member; \$700/Non-Member; \$450/Individual Member

Facilitator: Cindy Oehmigen

[5S and Visual Workplace](#)

(Click the course title above to register online)

- Are you interested in lean and wonder what to do first what will have an immediate impact?
- Why is 5S more than just good cleaning practices?
- How can you provide visual systems and methods for monitoring the performance of your operations?

Program Overview:

5S is one of the first Lean Tools to learn and implement within your organization. Implementing the 5S method with visual controls will provide you with a means of managing your operations efficiently. Everyone entering your operations will understand the work process and performance results. Visual controls enable the operation to be managed more effectively and will result in accountability throughout your operations. In this session, we will share how 5S (Sort, Set-in-Order, Shine, Standardize, and Sustain) can combine with Visual Controls to immediately improve the efficiency of your organization.

Topics Covered:

- Understand benefits of 5S for your organization
- Learn about each aspect of 5S and Visual Controls through best practice examples
- Develop skills and learn strategies for sustaining 5S initiatives
- Develop skills necessary to conduct audits for 5S and Visual Controls
- Plan for implementation in your organization (operations and the office)

Who Should Attend: Managers, Supervisors, Engineers, Office Staff, Operators

Date/Times: Tuesday, November 7, 2017 from 8:30 AM to 12:30 PM

Location: MACNY Headquarters

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

Facilitator: Cindy Oehmigen

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, September 10, 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, September 10, 2017

Location: Online

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

Facilitator: Syracuse University/The TCM Group



Lean-Six Sigma & Lean Manufacturing (Continued)

The 7 Basic Quality Control Tools +2

(Click the course title above to register online)

- Are you looking to get solutions to problems as they occur and on the spot?
- Trying to find ways to engage the entire workforce?
- Want to leverage the skills and talents of the people doing the work?
- Have a desire to develop in-house facilitators for problem solving but not quite ready for Six Sigma?

Program Overview:

These 7 Basic Quality Control tools +2 are the foundation for building a culture of immediate problem solving. Many of the daily issues that occur on the shop floor can benefit from a more simplistic solution. Identify the possible fixes, prioritize, implement the easy ones, and go back to work. Armed with these basic tools, front line personnel will be able to have an immediate impact on getting things back on track. The tools are also perfect for establishing a baseline, gaining consensus, diving deeper into the root cause, and monitoring the effectiveness of the implemented solutions. Armed with a knowledge of which tools are best for the situation (Following the PDCA cycle), how to lead a team in using them and how to interpret the results will give the facilitators a powerful skill to keep your company on a continuous improvement path.

Sessions will consist of classroom learning and hands-on practice using the tools.

Materials Included:

Goal QPC Participant Guides, Goal QPC Memory Jogger II

Topics Covered:

- Background Theory of Continuous Improvement
- 7 Quality Control Tools + 2
 - Affinity
 - Run Chart
 - Cause and Effect (Fishbone or Ishikawa Diagram)
 - Histogram
 - Pareto Diagram
 - Scatter Diagram
 - Flowchart (Process Map)
 - Control Chart
 - Interrelationship Digraph
- Optional Day to gain a Facilitator Certificate (Train the Trainer)

Who Should Attend:

Line Leads, Supervisors, Quality Techs and Engineers, Process Engineers, Managers or anyone having responsibility for solving problems in your organization.

Dates/Times: Thursday, October 19, 26, November 2, 2017 from 8:30 AM to 12:30 PM and **November 16, 2017 from 9:30 AM to 1:30 PM...Please note the different times on the final day. Lunch will be provided this day ONLY.**

Note: There is also an optional Train the Trainer session on Thursday, November 30, 2017 from 8:30 AM to 4:30 PM; Cost for this session only is \$295 per MACNY Member / \$495 per Non-MACNY Member / \$265.50 per Individual Member

Location: MACNY Headquarters

Cost: \$695 per MACNY Member / \$895 per Non-MACNY Member / \$625.50 per Individual Member

This price includes one year of a Skillsoft Knowledge Center which gives the user a number of additional online training classes and books to supplement this classroom training.

Facilitator: Cindy Oehmigen

Website Address www.macny.org

General Information 315-474-4201

The 7 Basic Quality Control Tools: Optional Train-the-Trainer

(Click the course title above to register online)

Knowing the mechanics and how to interpret the results for the 7 quality tools is foundational. Learning to train team members on these tools and apply them is transformational. This full day course will provide the facilitator candidates with the ability to:

1. Facilitate development of a sound problem statement
2. Understand which tool to use and when during the PDCA process.
3. Deliver training of the tools to others

Each Participant will have access to four hours (in minimum two hour segments) of onsite coaching for initial project role out.

Prerequisite: The 7 Basic Quality Control Tools

Materials Included: Goal QPC Memory Jogger II

Who Should Attend:

Line Leads, Supervisors, Quality Techs and Engineers, Process Engineers, Managers or anyone having responsibility for solving problems in your organization.

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

Location: MACNY Headquarters

Cost: \$350/MACNY Member; \$550/Non-Member;
\$315/Individual Member

Facilitator: Cindy Oehmigen

Lean Overview

(Click the course title above to register online)

Program Overview:

- Are you looking for ways to improve your competitiveness?
- Are you contemplating a lean Journey for your organization?
- Are you already practicing Lean but have new people that are unfamiliar with Lean?
- Looking for a way to help take the 'fear' out of this approach?

This half day session is designed to provide an understanding of the basics of Lean Manufacturing methodologies. The Participants will learn to view value through the eyes of the customer. During this hand-on program they will practice identifying the common "Eight Wastes" during the first round of a simulation of factory operations. Over the next two rounds, the participants will be introduced to some of the typical 'countermeasures' to these wastes, commonly known as the Tools of Lean. Using some basic business measures, they will see the impacts that implementing simple improvements make to the performance of the factory.

Topics Covered:

- Value Add vs non-Value Add
- Eight Wastes
- Lean Tools
- Business Measures

Who Should Attend:

Operations, Front and Back Office, Warehouse, anyone new to Lean Methodologies..

Dates/Times: Thursday, September 21, 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: Cindy Oehmigen

Lean-Six Sigma & Lean Manufacturing (Continued)

Lean Office

(Click the course title above to register online)

Program Overview:

Lean is not just something to use on the manufacturing floor. Making an office environment lean will have a major impact on your business by streamlining your processes and organizing your environment.

Topics Covered:

- Understanding the benefits of having a well organized office and why employees should care that it is well organized
- Defining waste
- Determining where waste can occur in an office environment
- Determining ways waste can be eliminated

Who should attend:

Anyone who works in an office setting.

Dates/Times: Thursday, December 14, 2017 from 1:00 PM to 3:30 PM

Location: MACNY Headquarters

Cost: \$145/MACNY Member; \$345/Non-Member; \$130.50/Individual Member

Facilitator: Debbie Sindone

Safety Training

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: Wednesday, October 18, 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

Supply Chain Training

Project Management

(Click the course title above to register online)

- Are you looking to improve your project management skills
- Do you want to improve the performance of your project teams
- How do you improve morale when problems occur within a project

Program Overview:

This course is intended for the person who is interested in developing a portfolio of skills in general project management. 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.

Topics Covered:

- Understanding the elements of successful project management
- 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

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

Students will also get access to Skillsoft's Project Management Knowledge Center for one year. The Knowledge Center provides students access to an online learning solution that includes e-learning courses, supporting content, and technology designed to enable them to develop new skills and find answers to important questions 24X7.

Date/Times: Friday, September 15, 2017 from 8:30 AM to 4:30 PM (Lunch provided)

Location: MACNY Headquarters

Cost: \$350/MACNY Member; \$550/Non-Member; \$315/Individual Member

Facilitator: Pat Penfield

Strategic Sourcing

(Click the course title above to register online)

- My customers use sourcing approaches in dealing with me. What are the strategies I can use to effectively source my components and services?
- What low cost technologies can I apply to improve my ability to source material and supplies?

Program Overview:

This workshop addresses how Purchasing departments source products and services with the new technologies and systems available in the 21st century. Participants will learn various skills and attributes needed in today's purchasing world.

Topics covered:

- Learn negotiation skills that can be applied in all facets of life
- Develop an understanding of the demands placed on purchasing and supply chain managers by business stakeholders
- Assess impact of purchasing and supply chain management on an organization's competitive success and profitability
- Develop an awareness of the ethical, contractual, and legal issues faced by purchasing and supply chain professionals
- Understand strategic nature of purchasing, especially focused on the fact that purchasing is much more than simply buying goods and services
- Review cutting-edge technology used to run "world class" purchasing departments

Who should attend:

Supplier Quality Managers, Purchasing Managers and Senior Buyers, IT managers supporting purchasing functions

Date/Times: Friday, November 3, 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



Facilitator Biographies

Karen Benjamin

Karen Benjamin is cofounder of Worldleaders Inc.. She is responsible for leading the Outsourced Sales Recruiting Practice. Karen has over two decades of experience selling, leading sales teams and hiring top sales professionals. She is a co-author The Smart Sales Method 2017: The CEO's Guide To Improving Sales Results for B2B Technology Sales Teams. Prior to launching Worldleaders, Karen was a Vice President at Ciber, an international Information Technology consulting firm.

Course Taught: Winning Your Fair Share of The MFG Market In 2017 and Beyond pg 11

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 17

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: TLT: Supervisory Leadership pg 7, Mastering Emotional Intelligence Level 1 pg 7, Change Anything pg 8, Making Today Matter pg 8, Crucial Conversations pg 9, Understanding Yourself and Others - Behavior Styles (DiSC) pg 9



Facilitator Biographies (Continued)

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.

Course Taught: ISO 9001:2015 Internal Auditor pg 11, ISO 9001:2015 Transition Implementation pg 12, ISO 9001:2015 Leadership Overview pg 12

Joe Morone

Joe Morone is CEO and co-founder of Worldleaders Inc., one of the leading sales training and outsourced sales recruiting organizations in the world today. He is lead sales trainer at the Smart Sales Institute, co-author of the five-star-rated bestseller, *The Smart Sales Method 2017: The CEO's Guide To Improving Sales Results for B2B Technology Sales Teams*, and an acclaimed international B2B Technology sales speaker. Prior to launching Worldleaders, Joe was Senior Vice President of Ciber, an international Information Technology consulting firm. He had overall responsibility for the total company's revenue of 1B+.

Course Taught: *Winning Your Fair Share of The MFG Market In 2017 and Beyond* pg 11

Cindy Oehmighen

Cindy Oehmighen is the Director of Energy and Corporate Services for MACNY. Cindy has worked with companies guiding them through change, creating team environments, reducing costs, and developing staff potential. With over 30 years of diversified manufacturing and engineering experience in union and non-union settings, she has led implementation teams in the Shin Jujitsu approach to lean manufacturing, lean plant layout, and lean product development. In addition to conducting several seminars to certify facilitators in problem solving and team facilitation, she designed and implemented goal based employee appraisal systems, a 360 degree feedback process, and job description processes.

Cindy has consulted with over 100 companies on lean manufacturing, tech transfer, problem solving, organizational development, project management, business start-up, marketing, environmental, quality systems, and provided connections for clients with Clarkson, Cornell, Syracuse University, RPI, LeMoyne, Oswego State, and Onondaga Community College. As a facilitator in team building, problem solving tools, process improvements, lean manufacturing, kaizen events, and project management, she has delivered programs to hundreds of employees.

Courses Taught: *Lean Six Sigma and Structured Problem Solving Yellow Belt* pg 13, *5S and Visual Workplace* pg 13, *The 7 Basic Quality Control Tools* pg 15, *The 7 Basic Quality Control Tools: Optional Train-the-Trainer* pg 16, *Lean Overview* pg 16



Facilitator Biographies (Continued)

Pat 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 pg 18, Strategic Sourcing pg 18

Debbie Sindone

Debbie has been working in the fields of education and training for 18 years working in public schools, colleges, and corporations; she has taught all ages, from tweens to seniors. Debbie has a B.A. in Mathematics from SUNY Cortland and a M.S. in Education from LeMoyne College. Debbie is a MOUS Certified Expert in Microsoft Word, Excel, and PowerPoint and is a MOUS Authorized Instructor. Over the years, Debbie has taught classes in mathematics, computer applications, marketing, and fitness.

Course Taught: Lean Office pg 17

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 14, Lean-Six Sigma & Structured Problem Solving - Green Belt Online pg 14



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