

QUALITY TRAINING

NEW!

GRANT FUNDED TRAINING OPPORTUNITY!!

WHEN: May 21, 2018 – June 28, 2018
TIME: M – TH, 9:00 AM – 2:00 PM
COST: Grant Funded Opportunity
LOCATION: Northern Essex Community College
Haverhill Campus, Haverhill MA



OVERVIEW

This 120-hour training *program is designed to provide the concepts & skills necessary to become a Quality Assurance or Quality Control Associate.* The concepts and skills presented during the six-week program are relevant to both production and service applications. The training is provided by a Department of Labor grant which targets youth between the ages of 17-29. Others may seek eligibility.

COURSE CONTENT

- Concepts in Quality
- Professional Framework
- Quality Systems
- Measurement/Inspection
- Quality Operations
- Validation
- Root Cause/CAPA
- Lean Six Sigma

CERTIFICATION

Students successfully completing the program are prepared to sit for an American Society for Quality (ASQ) certification exam. The appropriate level of exam will depend upon individual participant education and experience. The different ASQ certification levels include: Quality Improvement Associate (CQIA), Quality Inspector (CQI), and for the more experienced with a Bachelor's Degree, the Quality Technician (CQT).

CAREER OPPORTUNITIES

Students who successfully complete this training program will be prepared to seek positions that require knowledge of regulated and international quality systems and continuous improvement techniques. Their knowledge will allow them to seek positions such as: *Quality Improvement Associate, Internal Auditor and Document Control Specialist Quality Inspector.*

FAQ's

Am I a good fit for the Quality program?

A Career Center Case Manager will meet with you to discuss your interests and skill levels to determine if the training is a good fit for you. The grant is primarily written for students between the ages of 17 to 29; but others may seek eligibility.

What is the cost?

The Training Program costs \$3,125. There will be no cost if you qualify for the grant.

When will the next session begin?

The next session will begin on May 21, 2018. Please connect with the Career Center to determine eligibility and enrollment deadlines.

How long is the training?

The training is 120-hours in the classroom in a 6-week format. classes will be held for 20-hours per week, five hours per day, Monday - Thursday from 9:00 a.m. - 2:00 p.m.

Do I need to take an admission test?

You must pass the TABE Assessment in Reading and Math at an 8th grade level or above.

I currently receive unemployment benefits. How will this affect the process? You must complete a Section 30 application to notify the MA Department of Unemployment Assistance -Training Opportunities Program (TOP). This will inform them that you intend to attend training and wish to continue to receive your unemployment benefits. The TOP application is available on your UI Online Account.

Call today to schedule an assessment appointment!

**Lisa Remington
(978) 722-7005**

**ValleyWorks Career Center
Lawrence, MA 01840**

Quality Training – Grant Funded Opportunity!



PROGRAM CONTENT OVERVIEW:

Quality Management Systems & Compliance Auditing:

- ISO 9001:2015, ISO 13485:2016 and FDA Current Good Manufacturing Practices are discussed.
 - Survey of auditing practices and how to conduct internal audits

Metrology Concepts:

- Introduction to measurement fundamentals, calibration, accuracy and precision
- Hands-on training using measurement tools following industry practices and examples
 - Sampling plans and inspection methods will be covered

Data Analysis:

- Students will be provided a general review of shop math
- Statistical Process Control (SPC) principles: gaining an understanding of control charting, evaluating trends and using data analysis to make decisions and support continuous improvement efforts
- Students will participate in exercises using Excel and Minitab to explore data analysis and result reporting

Problem Solving and Continuous Improvement:

- Root Cause Analysis (problems solving) will be covered in detail. Methods such as DMAIC or 8D and common tools such a fishbone diagram and 5-whys will be demonstrated for use in evaluating situations leading toward solutions
 - Corrective Action and Preventive Actions (CAPA) as required by ISO and FDA will be presented
- Validation: structured method of documenting and demonstrating process / products function as intended

Professional Practices - Lean Six Sigma

- Lean manufacturing focusses on the elimination of waste, whereas Six Sigma focusses on the elimination of defects. How these philosophies function within the quality system will be discussed
- Throughout the course professional practices (team building, communication, conflict resolution, ethics, confidentiality, etc.) will be presented in the workplace context