

QUALITY TRAINING

Fall
2018!

GRANT FUNDED TRAINING OPPORTUNITY!!

WHEN: OCTOBER 29TH - DECEMBER 6TH, 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.**



Information Sessions

**NECC-Haverhill | Thursday,
October 4 | 10 a.m. - 12 noon**

**Vallyworks-Lawrence | Wednesday,
October 17 | 10 a.m. - 12 noon**



**For more information call
(978) 556 - 3067 or (978) 722 - 7005**

AA/EEO Institution This program is sponsored by a \$4 million grant from the U.S. Department of Labor, Employment and Training Administration.

The MassAMTC program is an Equal Opportunity program. Adaptive equipment is available upon request for individuals with disabilities.

Quality Training – Grant Funded Opportunity!



NORTHEAST
ADVANCED
MANUFACTURING
CONSORTIUM



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

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