

ATAC COURSE CATALOG

Improving Your Business is Our Business



AUBURN

Harbert College
of Business

Technical Assistance Center



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Auburn Technical Assistance Center | Harbert College of Business Auburn University
Auburn, Alabama

Credit: Cw Young, Uchechukwu Anozie, Rick Battye & Dan Rabun



AUBURN UNIVERSITY

Raymond J. Harbert College of Business

Technical Assistance Center

AUBURN TECHNICAL ASSISTANCE CENTER

Overview

Since 1976, Auburn's Harbert College of Business has been helping business, industry, not-for-profit entities, and government agencies to improve and enhance their competitiveness and efficiency. ATAC's four program categories feature 35 concentrated courses.

Programs

ATAC offers Process Improvement, Organizational Development, Executive Coaching and Quality Systems training programs designed to apply Auburn's proven business methodologies, demonstrate skill-building exercises, examine industry-specific case studies, and inspire change based on knowledge.

4 programs with 35 courses



AUBURN TECHNICAL ASSISTANCE CENTER TEAM



Amanda Guthrie
Instructor

5+ years in
organizational development

Certified DDI trainer

M.S. Industrial and
Organizational Psychology



David Hicks, PE
Instructor, Engineer

30+ years in
engineering, productivity

L&SS Instructor
TWI Certified

B.S. Mechanical Engineering
M.S. Engineering



Rick Battye
Instructor, Coach

30+ years in
strategy, Lean projects

SME/AME Bronze Certified
Lean Manufacturing

B.S. Industrial Engineering



Harry Cecil
Business Development

21+ years as Resource
Integration Specialist

Optimizes state and federal
resources

B.S. Leadership Development

AUBURN TECHNICAL ASSISTANCE CENTER TEAM



Charles McPherson, Ph.D.
Instructor, Coach

30+ years as instructor and researcher
in program evaluation theory

Systems management consultant

B.S. Divinity
B.S. Industrial Engineering Technology
M.S. Human Performance Technology
Ph.D. Philosophy



Katie MacCartee
Instructor

8+ yrs leadership training,
and Human Resources

Certified Dale Carnegie
instructor

B.S. Communications



Sherry Barron
Instructor

4+ yrs outreach programs
administrator

Six Sigma Green Belt
certified

B.S. Pulp and Paper
Science and Engineering



Hank Czarnecki
Director

20+ years in
Kaizen facilitation

Lean trainer
Kata coach

M.S. Industrial Engineering

PROGRAM OVERVIEW

PROGRAM 1 Courses

Process Improvement

- 1.1 Lean Leadership Bootcamp
- 1.2 Lean Healthcare Certification Series
- 1.3 Improvement Kata & Coaching Kata
- 1.4 Six Sigma Yellow Belt
- 1.5 Six Sigma Green Belt
- 1.6 Six Sigma Black Belt
- 1.7 8-Step Problem Solving
- 1.8 TWI-Job Instruction

PROGRAM 2 Courses

Organizational Development

- 2.1 DiSC Communication
- 2.2 Servant Leadership
- 2.3 Embracing Conflict & Difficult Conversations
- 2.4 Creating Culture
- 2.5 Productivity Management
- 2.6 Emotional Intelligence
- 2.7 Foundational Leadership Habits
- 2.8 Customer Service 101

PROGRAM 3 Courses

Executive Coaching

- 3.1 Process Improvement Coaching
- 3.2 Strategy Deployment
- 3.3 Kata Immersion Week
- 3.4 Value Stream Mapping
- 3.5 Kaizen & Rapid Improvement Events
- 3.6 Culture Assessment
- 3.7 Team Building Retreats

PROGRAM 4 Courses

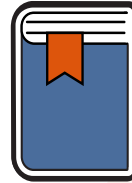
Quality Systems

- 4.1 ISO 9001 Internal Auditor Training or Implementation Executive Overview
- 4.2 AS 9001 Internal Auditor Training or Implementation Executive Overview
- 4.3 IATF 16949 Internal Auditor Training or Implementation Executive Overview
- 4.4 Advanced Product Quality Planning Methods & Applications
- 4.5 Production Part Approval Process Methods & Applications
- 4.6 Advanced Auditing Program Evaluation
- 4.7 ISO 14001 Internal Auditor Training or Implementation Executive Overview
- 4.8 An Overview of the Conditions and Processes of Learning

CATALOG LEGEND



Course Duration



Homework



Classroom

ATAC CAN COME TO YOU.

The majority of the classes listed in this catalog can be taught in your facility. We can come to your organization and teach your team without them ever missing a day at the facility.



1.0 PROCESS IMPROVEMENT PROGRAM

Anchored by highly disciplined Lean and Six Sigma Certification courses, ATAC's Process Improvement Program provides valuable tools for properly collecting, analyzing, and using data to improve quality, reduce waste, decrease costs, and increase productivity. Interactive sessions are designed to focus on challenging case studies and skill building content. Many courses offer professional certification opportunities. This program is most popular with engineers, manufacturers, and healthcare providers.



Process Improvement Courses

- 1.1 Lean Leadership Boot Camp
- 1.2 Lean Healthcare Certification Series
- 1.3 Improvement Kata & Coaching Kata
- 1.4 Six Sigma Yellow Belt
- 1.5 Six Sigma Green Belt
- 1.6 Six Sigma Black Belt
- 1.7 8-Step Problem Solving
- 1.8 TWI - Job Instruction



PROCESS IMPROVEMENT

1.1 Lean Leadership Boot Camp

CERTIFICATION

Learning how to lead in a Lean work culture is a never ending journey demanding advanced skills. Our Boot Camp introduces, demonstrates, and practices skills needed to thrive while implementing Lean principles in your workplace. Experienced ATAC instructors follow Auburn's proven process of introducing the PDCA method and applying it to real world concepts.



1.2 Lean Healthcare Certification Series

CERTIFICATION

Learn to thrive in healthcare by learning and using the tools and concepts of Lean through the 3 primary phases of Lean implementation: Stabilize, Standardize, and Simplify. This series includes Lean Healthcare 101, Lean Management System with 8-Step Problem Solving, Value Stream Mapping, DiSC Communication, and Leading a Lean Culture. Perfect for a management team or an individual interested in initiating Lean projects.



PROCESS IMPROVEMENT

1.3 Improvement Kata & Coaching Kata

Leaders need dual abilities to improve processes and develop people in order to truly create a sustainable lean culture. This course develops workplace leaders into both coaches and mentors. The 4-step, scientific pattern is followed which challenges a team leader to strive to improve while learning the importance of collaborating with a mentor sparking their ability to coach and train. Based on the PDCA method, the Kata process demonstrates how to plan, test, measure, and adjust to achieve target conditions.



1.4 Six Sigma Yellow Belt

This introductory course delivers a broad understanding of Lean principles, Six Sigma, and tools needed to sustain quality in the work place. ATAC instructors inspire the need for problem-solving while demonstrating the importance of creating a culture of change. Utilize interactive, hands-on simulations and work with real world data collection and analysis. ATAC's Six Sigma Yellow Belt course prepares students for the journey to Green Belt, Black Belt, and beyond.



PROCESS IMPROVEMENT

1.5 Six Sigma Green Belt

CERTIFICATION

The Green Belt course produces team members capable of shaping a business' performance through leading team projects, collecting data, conducting accurate analysis, and understanding how to best utilize the results to create a combination of knowledge and action. ATAC instructors focus on basic project management skills, detailed analysis of data, experimental techniques, and decision making. This course is highly interactive, demonstrates common business challenges in a fun and challenging manner, and uses multiple simulations to teach concepts based on real world case studies.



1.6 Six Sigma Black Belt

CERTIFICATION

ATAC's Six Sigma training creates a special infrastructure within an organization. Certified Black Belts are the people trained to lead and manage extensive and complex projects. This course requires 10 days of training divided into two 5-day sessions. ATAC certification has 2 distinctive parts: the in-class work and a project to be completed outside of class. It's the unique combination of classroom lectures, challenging exercises, and the team competitions that make Auburn's Black Belt Certification so rewarding for your future.



PROCESS IMPROVEMENT

1.7 8-Step Problem Solving

Solving problems with sound critical thinking is a highly in-demand quality of business leaders today. This course introduces and demonstrates Toyota's proven 8-step method for identifying, approaching, and working through a myriad of different types of problems that organizations struggle with as they grow. Students learn and apply techniques to real case studies and game-changing problems organizations face today.



1.8 TWI - Job Instruction

ATAC's *Training Within Industry* series was created to give supervisors and trainers the skills to quickly train employees for success. Train your key players to do a job correctly, safely, and conscientiously. Foster an environment with fewer mistakes while saving an organization time and money. ATAC's method emphasizes preparing the operator to learn, given a proper demonstration, identifying the importance of following steps to complete the job, performing a trial run, and gradually tapering off coaching while continuing to follow up while creating a foundation of standard work.



2.0 ORGANIZATIONAL DEVELOPMENT PROGRAM



This program begins with the foundation of self-reflection and works through the needed skill set for developing emotional intelligence and deepening interpersonal relationships.

Organizational Development training will dramatically improve your ability to coach, lead, and build teams within an organization. Professionals at all levels and in any industry will benefit from this program.

Organizational Development

- 2.1 DiSC Communication
- 2.2 Servant Leadership
- 2.3 Embracing Conflict & Difficult Conversations
- 2.4 Power of Culture
- 2.5 Productivity Management
- 2.6 Emotional Intelligence
- 2.7 Foundational Leadership Habits
- 2.8 Customer Service 101



ORGANIZATIONAL DEVELOPMENT

2.1 DiSC Communication

Enhance communication effectiveness by gaining understanding of your preferences and acknowledging other preferred communication styles.

Participants are provided with a personalized DiSC profile. The tailored profile enables individuals to gain understanding of their communication preferences and tendencies, acquire knowledge on how to relate to others, and receive practical strategies to enhance their communication interactions.



2.2 Servant Leadership

Servant Leadership comprises of five fundamental behaviors that foster a cultural atmosphere where individuals can unleash their talents and experience true fulfillment from their contributions towards the shared goal of enhancing the business. Leaders will gain a deeper appreciation for the diverse capabilities that team members bring forth and nurture the relationships that form the essence of our work life. The five core behaviors include:

1. Self-Reflection
2. Building Relationships
3. Effective Communication
4. Celebration & Recognition
5. Support Growth



ORGANIZATIONAL DEVELOPMENT

2.3 Embracing Conflict & Difficult Conversations

Embracing conflict holds the power to promote growth and innovation, turning challenges into opportunities for positive change and stronger connections. In both personal and professional settings, being able to navigate conflict is a crucial skill. This program equips you with the tools to turn challenging conversations into opportunities for growth. Gain confidence in expressing your ideas, resolving differences, and building stronger connections.

This program will introduce TWI Job Relations, a tool designed to effectively manage challenging conversations. This 4-step process focuses on addressing workplace conflicts proactively, fostering effective communication, and creating a supportive work environment. By implementing TWI Job Relations, organizations aim to enhance teamwork, reduce turnover, and improve overall morale and productivity in the workplace. The principles of TWI Job Relations are applicable across various industries and have proven to be valuable in promoting a healthy and cooperative work culture.



ORGANIZATIONAL DEVELOPMENT

2.4 Creating Culture

The age-old adage states that culture is more influential than strategy. Your culture defines your brand and can serve as your competitive advantage. When developing strategies aligned with your vision, it is imperative to integrate both elements harmoniously. This course will analyze the necessary systems for cultivating your culture. This class will build upon the DiSC Communication and Servant Leadership courses, incorporating real-life examples from exemplary practices of other organizations.



2.5 Productivity Management

Productivity Management focuses on self-management and productivity, moving away from traditional time management. While time management primarily addresses efficiency, this approach delves into the factors that impact our daily output.

Participants will assess their current work and personal habits to identify time-wasting activities. They will learn a systematic method for planning and prioritizing their time, leading to enhanced productivity. Additionally, participants will acquire a 5-step process for personal productivity in alignment with organizational objectives. Moreover, practical strategies will be taught for effectively managing emails and utilizing technology.



ORGANIZATIONAL DEVELOPMENT

2.6 Emotional Intelligence

When it comes to happiness and success in life, evidence shows that emotional intelligence matters just as much (if not more so) as intellectual ability. Unlike IQ, EQ (emotional intelligence level) can be cultivated and enhanced through practice over time. This course delves into the scientific aspects of emotional intelligence, offering a comprehensive understanding.

Participants will acquire the necessary skills to boost emotional intelligence by exploring the four key competencies of emotional intelligence:

1. **Self-awareness**
2. **Self-regulation**
3. **Social Awareness**
4. **Relationship Management**

1/2 DAY



ORGANIZATIONAL DEVELOPMENT

2.7 Foundational Leadership Habits

Strong leadership requires a dedication and commitment to personal and professional development. ATAC's Foundational Leadership Habits course provides a framework of basic behaviors for emerging leaders to follow to develop a success driven mindset. During this one day course, our experienced instructors introduce and demonstrate each one of the successful behaviors for the group to then practice and master.



2.8 Customer Service 101

This course equips participants from all organizational levels with the fundamental principles of delivering exceptional customer service. The class objectives revolve around the Seven C's:

1. Customer
2. Commitment
3. Create
4. Connect
5. Courtesy
6. Communication
7. Challenges



3.0 EXECUTIVE COACHING PROGRAM

PROGRAM THREE

EXECUTIVE
COACHING



Every professional needs to take the time to sharpen and hone their skills from time to time. ATAC instructors offer a comprehensive program devoted to developing leadership skills. Foster a team-centered culture and implement rapid change based on strategy and efficiency.

Executive Coaching Courses

- 3.1** Process Improvement Coaching
- 3.2** Strategy Deployment Workshop
- 3.3** Kata Immersion Week
- 3.4** Value Stream Mapping
- 3.5** Kaizen & Rapid Improvement Events
- 3.6** Culture Assessment
- 3.7** Team Building Retreats



EXECUTIVE COACHING

3.1 Process Improvement Coaching

ATAC offers Process Improvement Coaching services, delivered by experienced and adaptable professionals. Your coach will draw upon their expertise in Lean and Six Sigma improvements across various healthcare, manufacturing, and service organizations. ATAC collaborates with leaders to shape their Lean journey, assisting in the formulation of clear strategies that align with their vision and tactical objectives.

3.2 Strategy Deployment Workshop

ATAC provides facilitation services for Strategy Deployment to executive teams. Strategy development primarily involves an outward focus on customers, markets, and competition, and aims to define future business priorities and long-term goals. To drive organizational change, leaders must effectively deploy the strategic plan by communicating clear goals, intentions, and focus across all levels of the company.

3.3 Kata Immersion Week

Organizations face various daily challenges, spanning from significant project-related matters to minor individual-centric issues. This one-week program, delving into improvement and coaching habits, centers around establishing a genuine departmental challenge, uncovering the true nature of the situation, and conducting experiments aimed at enhancing the process.



EXECUTIVE COACHING

3.4 Value Stream Mapping Facilitation

Approached from the customer's perspective, Value Stream Mapping offers a structured method to identify process weaknesses, wasteful practices, costly delays, and opportunities for immediate improvement. ATAC facilitators will guide teams through the process of outlining and analyzing workflows to identify areas for enhancement, eliminate waste, and improve overall efficiency.

3.5 Kaizen Event

Kaizen events identify and eliminate waste as quickly as possible at the lowest possible cost. The greatest benefit of an RIE event is the nearly instantaneous recognition of improvement. Kaizen events range from one to five days and utilize three components: Focused Scope, Aggressive Goals and Cross-Functional Teams.

Aggressive goals are set early in the process and achieved by the last day of the event. Solutions are not simply put on paper, but rather implemented during the process. Team members see their suggestions being implemented during the event, reinforcing the idea that they are having an immediate, positive impact on their plant's efficiency.



EXECUTIVE COACHING

3.6 Culture Assessment

Culture holds power as the cornerstone to workplace factors such as talent retention, performance, outcomes, and loyalty. This assessment helps leaders understand the current state of their workplace culture, what their team values, and how to quickly correct the bad habits destroying a positive work environment. Learn to reward and reinforce positive behavior in a healthy and fair manner. Work toward much needed corrections to the negative actions keeping your company from fully reaching its true potential.



3.7 Team Building Retreats

Promoting teamwork is crucial for the success of every organization. This program, centered around hands-on activities, offers tailored team development exercises to address your organization's unique needs. ATAC will facilitate team building activities that focus on recognizing communication styles, approaching challenges, building trust, coaching, decision making, and more.

4.0 QUALITY SYSTEMS PROGRAM



Flawed systems can obscure exactly what is the right way to do a job. If procedures and processes are not articulated and made explicit, performance measurement and evaluation can be difficult to impossible. More often than not, such systems result in an excessive amount of rework, corrective actions, and discouraged employees. ATAC's Quality Systems program explores the science of human support in the application of performance technology.

Quality Systems Courses

- 4.1 ISO 9001 Internal Auditor Training or Implementation Executive Overview
- 4.2 AS 9001 Internal Auditor Training or Implementation Executive Overview
- 4.3 IATF 16949 Internal Auditor Training or Implementation Executive Overview
- 4.4 Advanced Product Quality Planning Methods & Applications
- 4.5 Production Part Approval Process Methods & Applications
- 4.6 Advanced Auditing Program Evaluation
- 4.7 ISO 14001 Internal Auditor Training or Implementation Executive Overview
- 4.8 An Overview of the Conditions and Processes of Learning



QUALITY SYSTEMS

4.1 ISO 9001

The Internal Auditor Training course prepares the learner to plan and conduct ISO 9001 internal audits within their organization. The training is designed to provide learners with the knowledge and skills to successfully plan and prepare for an audit, perform an audit, document an audit, report the results of an audit, and manage corrective actions.

The Implementation Executive Overview course equips the learner with a working knowledge of the ISO 9001:2015 quality management systems requirements standard and to provide learners with the foundational knowledge and skills to make informed decisions concerning planning and preparing for quality management system implementation in their organization. Upon completing the course, learners should be prepared to make informed decisions, plan, and facilitate quality management system planning, implementation, and registrar selection activities in their organization.

QUALITY SYSTEMS

4.2 AS 9100

The Internal Auditor Training course introduces learners to methods and tools for auditing an AS9100 Quality Management System. The training is designed to provide learners with the knowledge and skills to perform internal quality audits to AS9100 requirements.

The Implementation Executive Overview course equips the learner with a working knowledge of the AS 9001:2015 quality management systems requirements standard and to provide learners with the foundational knowledge and skills to make informed decisions concerning planning and preparing for quality management system implementation in their organization. Upon completing the course, learners should be prepared to make informed decisions, plan, and facilitate quality management system planning, implementation, and registrar selection activities in their organization.

QUALITY SYSTEMS

4.3 IATF 16949

The Internal Auditor Training course prepares learners to plan and conduct IATF 16949 internal audits within their organization with an emphasis on aerospace requirements. The training is designed to provide learners with the knowledge and skills to successfully plan and prepare for an audit, perform an audit, document an audit, report on the results of an audit, and manage corrective actions.

The Implementation Executive Overview course equips the learner with a working knowledge of the IATF 16949 quality management systems requirements standard and to provide learners with the foundational knowledge and skills to make informed decisions concerning planning and preparing for quality management system implementation in their organization. Upon completing the course, learners should be prepared to make informed decisions, plan, and facilitate quality management system planning, implementation, and registrar selection activities in their organization.

QUALITY SYSTEMS

4.4 Advanced Product Quality Planning Methods & Applications

This training seminar is to familiarize the learner with the guidelines and processes for advanced product quality planning. It covers the basic knowledge requirements for accomplishing advanced product quality planning (APQP) to support requirements specified in IATF 16949 and applicable customer-specific requirements. Students will understand how the tools, procedures and reporting requirements specified in the Advanced Product Quality Planning and Control Plan reference manual are used to meet these requirements.

4.5 Production Part Approval Process Methods & Applications

This training seminar will familiarize the learner with the background, evolution, and structure of the IATF16949 Quality Management Systems Requirements Standard, and how organizations can become registered to the standard by a certification body (registrar). This course is aimed at company owners and managers who intend to implement IATF 16949 in their organization.

4.6 Advanced Auditing Program Evaluation

The purpose of the training course is to introduce learners to evaluative methods and techniques that may be employed to inform decision-makers about the effectiveness, implementation, and improvement of program management for learning, research, and management systems. This course is intended for learners who have previously completed a course in internal auditing and have some experience performing audits.

QUALITY SYSTEMS

4.7 ISO 14001

The Internal Auditor Training course introduces our students to methods and tools for implementation of an Environmental Management System (EMS). This course is aimed at company owners and managers who intend to implement ISO 14001 in their organization.

The Implementation Executive Overview course equips the learner with a working knowledge of the ISO14001 The quality management systems requirements standard and to provide learners with the foundational knowledge and skills to make informed decisions concerning planning and preparing for quality management system implementation in their organization. Upon completing the course, learners should be prepared to make informed decisions, plan, and facilitate quality management system planning, implementation, and registrar selection activities in their organization.

QUALITY SYSTEMS

4.8 An Overview of the Conditions and Processes of Learning

Based on a cognitive information processing approach to human learning, this seminar is designed to familiarize the participant with how learning occurs and the conditions that impact learning outcomes. The five major categories of learning outcomes and the conditions of learning and events of instruction that facilitate achievement of learning according to Robert Gagne will be discussed. Schema theory and advance organizers will be briefly discussed as it relates to the activation of prior knowledge. The importance of motivation to the learning process will be reviewed. It will serve as an introduction to a more extensive and thorough review of learning theory and the conditions of learning.



Why Auburn?

Four Comprehensive Programs

Experienced Professional Instructors

Teaching Innovative Business Strategy

Demonstrating Skill Building Exercises

In Safe, Fun, and Immersive Settings

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