



MICHIGAN

MANUFACTURING

TECHNOLOGY

CENTER

MANUFACTURE SMARTER.

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WHAT'S NEW
AT THE CENTER?

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BUSINESS
PREPARED?

*Planning for crises
from fires to pandemics.*

HAVE YOU SEEN
OUR WEBSITE?

*Can't miss information,
from up-to-date class
schedules to real-world
success stories!*

YOUR JOURNEY TO
MANUFACTURE SMARTER
BEGINS RIGHT HERE
WITH US.



THE MICHIGAN MANUFACTURING TECHNOLOGY CENTER

has assisted Michigan's small and medium-sized businesses since 1991. Through personalized services to meet the needs of clients, we develop more effective business leaders, drive product and process innovation, promote company-wide operational excellence and foster creative strategies for business growth and greater profitability.

MICHIGAN
MANUFACTURING
TECHNOLOGY
CENTER

WANT TO GET BETTER?
JUST RAISE YOUR



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ABOUT US

The Michigan Manufacturing Technology Center understands what enables businesses to grow and provides services to implement and track strategies that do so.

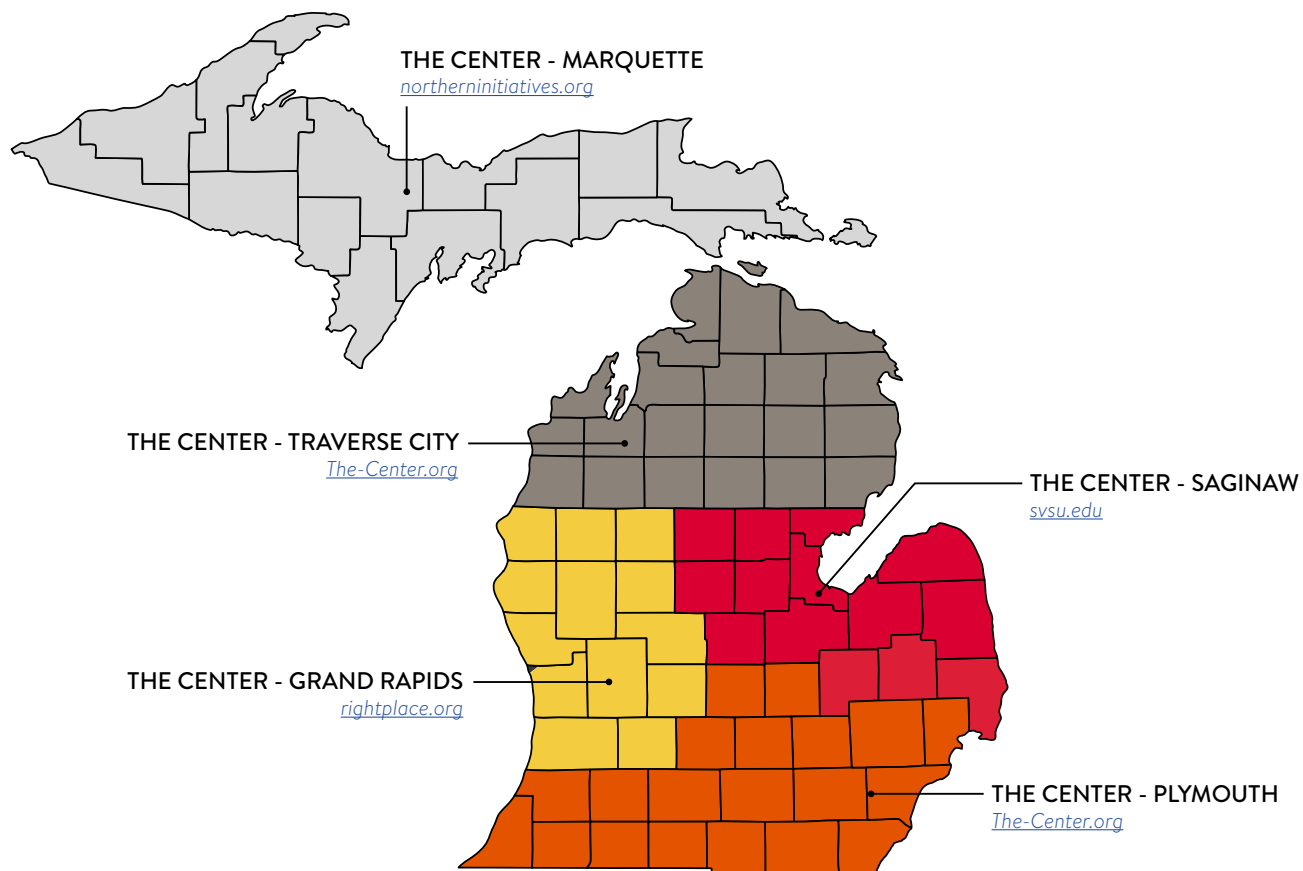
WHAT WE BELIEVE

Michigan manufacturing. It's what drives us. It's why we exist. To make manufacturers better, to show them how to grow, adapt and add jobs here. We assist by showing best practices. By finding efficiencies. By connecting manufacturers with partners. By coaching. By leading. And by doing the little things that add up to greatness. Our team delivers by lowering costs, reducing waste and more. Manufacture more efficiently. Manufacture more competitively. Manufacture smarter.

The Michigan Manufacturing Technology Center is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.



LOCATIONS



YOUR HEALTH & SAFETY ARE OUR TOP PRIORITY

The Michigan Manufacturing Technology Center (The Center) has been closely monitoring the COVID-19 situation to prepare and implement necessary changes and ensure our clients' and employees' safety. We are committed to making all who enter our building feel confident that they are in a safe environment. Newly implemented processes for our guests include:

DISINFECTING/CLEANING PROTOCOLS

The Center is committed to strict proactive and reactive sanitation and disinfection practices. Our facility has been professionally cleaned with a fogging decontamination service, disinfecting all areas including objects, walls, floors and ceilings, as well as an antimicrobial application. Applications will be repeated every 90 days, or as necessary. High contact points, such as door handles, desks, chairs, faucets, etc., will be cleaned throughout the day. Portable disinfection stations have been set up in select locations and a 30-day minimum of disinfectant supplies has been secured.



PERSONAL PROTECTIVE EQUIPMENT

Upon entry, guests will receive a face mask and gloves. Face masks must be worn at all times by everyone in the building. Employees and visitors must wear gloves when in high-touch areas. Prior to entering a restroom a face mask must be worn and hands are required to be washed with soap and water prior to exiting. At all times, The Center has a 30-day supply of PPE. Great emphasis is placed on frequent handwashing.



ENTRY/EXIT & HEALTH SCREENINGS

To ensure the health of all who are in the building, guests must now only enter The Center through the front entrance. Every individual will have their temperature taken (must be at or below 100.4°F) by a contactless thermometer and must pass a quick health screening questionnaire for allowed entry. Designated exit doors have been identified to control traffic flow and reduce pre-screening exposure.



REDUCED MEETING & CLASS SIZES

The Center has reduced class occupancy by nearly 50% to accommodate for six feet distance between individuals. For those attending meetings at The Center, dedicated rooms have been identified for use which will have common surfaces disinfected between meetings. Private meetings will be limited to no more than 10 people.



EMPLOYEE HEALTH CHECKS

To ensure the health of staff and all who enter the building, employees must pass daily health and temperature screenings prior to entering the building.



SOCIAL DISTANCING

The Center is committed to maintaining safe social distancing protocols (no handshakes or embraces, keeping six feet distance when interacting, etc). Social distancing signage throughout the building should be adhered to.



FOOD & BEVERAGE

For the safety of all guests, pre-packaged meals will be served for classes which include a lunch option. Designated protocols should be followed regarding beverages.



REGISTERING IS QUICK & CONVENIENT

Advance registration is required. Since many courses fill early, we recommend registering at least two weeks before the course begins.

TRAINING SITE:

Training is held at 45501 Helm St. in Plymouth, MI unless otherwise noted.

Customizable courses can be conducted at your facility. Courses cover Operational Excellence, Business Growth, Workforce and Leadership Development, Cybersecurity, Food Processing and Supply Chain Optimization.

REGISTER ONLINE

Registering online is quick and convenient with our secure registration system using your credit card. To search or register for upcoming events and classes, visit The-Center.org.

CALL US

Speak with a Michigan Manufacturing Technology Center Coordinator or register for upcoming classes by calling 888.414.6682 during business hours: Monday through Friday, 8:00 AM to 5:00 PM.

CANCELLATION/RESCHEDULING POLICY AND FEES

ALL CANCELLATION AND RESCHEDULING CHANGES ARE SUBJECT TO THE FOLLOWING CONDITIONS:

- All cancellations and course rescheduling must be done in writing via email at events@the-center.org. All online registrations must be paid via credit card/PayPal only.
- Any course registration canceled 15 calendar days or more prior to original course date will receive a full refund less a \$100.00 administrative fee.
- Any course registration canceled less than 15 calendar days prior to original course date, as well as NO SHOWS, will forfeit all fees.
- Any rescheduling requests must be received at least 15 calendar days or more prior to original course date. A \$100.00 administrative fee will be applicable to all date changes.
- Any rescheduling requests occurring in less than 15 calendar days prior to original course date will be subject to an administrative fee of 50% of the course fee.

NEARBY LODGING

For guests needing overnight accommodations, The Center has partnered with various hotels in the area. We hope you'll take advantage of one of the many choices near our Plymouth, Mich. location. To search hotels near The Center, visit The-Center.org/Resources/Lodging.



OUR SUCCESS DEPENDS ON YOURS

After completing a project with The Center, our clients are surveyed by an independent third party to gauge the impact of our services on operational performance. Focus is placed on jobs retained or created, investments made, sales generated or retained and the calculation of cost savings.

WHAT WE DO

GROWTH

Strategy to improve business. Marketing that attracts customers.

OPERATIONAL EXCELLENCE

Proven solutions. Achieve greater success. Quality, Lean, Assessments.

CYBERSECURITY

Information security assessment. Regulatory compliance.

LEADERSHIP DEVELOPMENT

Hands-on learning. Thorough business analysis. Management training.

SKILL DEVELOPMENT

Advance faster. Six Sigma, QMS, supply chain, sales, blueprint reading.

ACCELERATING TECHNOLOGY

Advanced tools to gain insights. Make effective strategic decisions.

RESEARCH SERVICES

Get answers. Explore facts. Find the information. Qualitative and quantitative.

FOOD PROCESSING

Improve efficiencies. Process standardization and prevention-based controls.

HOW WE ASSISTED 443 MICHIGAN MANUFACTURERS IN THE PAST YEAR:

 | \$83.2M
IN NEW SALES

 | \$738.2M
IN RETAINED SALES

 | \$54.9M
IN COST SAVINGS

 | \$173.7M
INVESTMENTS MADE

 | 6,764 JOBS
CREATED OR RETAINED

CONNECT WITH US

ANYWHERE, ANYPLACE, 24/7

SOCIAL MEDIA is an essential part of professional development and staying on top of industry trends. Connect with the Michigan Manufacturing Technology Center online to find opportunities for networking, knowledge sharing with peers, upcoming events and the latest in manufacturing news.

BLOG

From Lean Manufacturing to Six Sigma, our blog delivers the latest manufacturing topics and trends from industry experts. Subscribe at The-Center.org/blog.

LINKEDIN

Connect with us in a professional setting, gaining access to up-to-date industry news, training and job opportunities. Don't wait.

FACEBOOK

From manufacturing tips and news to upcoming courses, events and discounts, The Center's official Facebook page has it all. 'Like Us' and join the conversation!

STAY CONNECTED:



CLASSES & EVENTS AT A GLANCE

AUGUST

3-5	ISO 9001:2015 Internal Auditor
4-20	Six Sigma Green Belt
5	❖ Let's Get Acquainted Macomb Luncheon
6-7	GD&T Comprehensive
10-27	Lean Manufacturing Champion: Continuous Improvement With Technology
11-13	ISO 9001:2015 Internal Auditor
11	Standard Work
11-20	Supervisor Skills
12	Risk Management & Total Cost of Ownership for Supply Chain
13	5S/Visual Management & Pull Systems
14-28	Practical Approach to Project Management Using Smartsheet®
17-20	IATF 16949:2016 Internal Auditor
18-19	Core Tools APQP, PPAP & FMEA
19	8D Problem Solving
20	DISTANCE LEARNING: Finance for the Non-Financial Manager
24	Total Productive Maintenance/Quick Changeover
25	A3 Problem Solving
25	Blueprint Reading
25	Error Proofing/Poka-Yoke
25-26	ISO 14001:2015 Internal Auditor
27-28	Core Tools: APQP, PPAP & FMEA
31	Improving Information Security Through Risk Management

SEPTEMBER

1-3	AS9100D Internal Auditor
1-2	Manufacturing Skills Development
1-2	Preventive Controls Qualified Individual (PCQI)
3	Core Tools: Statistical Process Control
8-16	Supervisor Skills
10-11	AIAG-VDA Process FMEA for Practitioners
10-18	Supervisor Skills
14	GD&T Fundamentals
14	Understanding Lean Principles & Techniques 4.0
15	8D Problem Solving
15-17	Advanced Problem Solving: Lean Six Sigma Yellow Belt
16	8D Problem Solving
16-17	Manufacturing Skills Development
17-18	Core Tools: APQP, PPAP & FMEA
18	A3 Problem Solving
18	Error Proofing/Poka-Yoke
22	A3 Problem Solving
22	Error Proofing/Poka-Yoke
22-23	Manufacturing Skills Development
22-24	Practical Approach to Project Management Using Smartsheet®
24	Core Tools: Measurement Systems Analysis
29-30	Risk Management Using FMEA
29-12/9	Six Sigma Black Belt
30	Core Tools: Statistical Process Control

OCTOBER

1-2	Core Tools: APQP, PPAP & FMEA
5-8	IATF 16949:2016 Internal Auditor
6	8D Problem Solving
6-8	ISO 9001:2015 Internal Auditor
6-8	Lean Office Champion
9-23	Practical Approach to Project Management Using Smartsheet®
12-29	Lean Manufacturing Champion: Continuous Improvement With Technology
13-15	Advanced Problem Solving: Lean Six Sigma Yellow Belt
13	Standard Work
15	5S/Visual Management & Pull Systems
19	Blueprint Reading
20-22	ISO 9001:2015 Internal Auditor
20-29	Supervisor Skills
22	Practical Approach to Project Management Using Smartsheet®
26	Total Productive Maintenance/Quick Changeover
27	A3 Problem Solving
27	Error Proofing/Poka-Yoke

NOVEMBER

2-19	Lean Six Sigma Green Belt
2-3	ISO 14001:2015 Internal Auditor
5-6	Sales Acceleration Workshop
9	8D Problem Solving
10-12	Supervisor Skills 2.0 - Sustained Leadership Program
16-19	IATF 16949:2016 Internal Auditor
17-18	GD&T Comprehensive

DECEMBER

1-3	Advanced Problem Solving: Lean Six Sigma Yellow Belt
3-4	Core Tools: APQP, PPAP & FMEA
4-18	Practical Approach to Project Management Using Smartsheet®
7	Blueprint Reading
8-9	Manufacturing Skills Development
10	Improving Information Security Through Risk Management
14	Risk Management & Total Cost of Ownership for Supply Chain
15-17	ISO 9001:2015 Internal Auditor

❖ Denotes a Special and/or Free Event

CAN'T FIND A CLASS YOU'RE LOOKING FOR?

For assistance or to discuss available training options at your facility, call 888.414.6682 and speak with a Michigan Manufacturing Technology Center Coordinator or email inquiry@the-center.org.

BUSINESS DEVELOPMENT

LET'S GET ACQUAINTED MACOMB LUNCHEON

The Center, in conjunction with Macomb County Department of Planning & Economic Development, invites all Macomb-area manufacturers to meet The Center's expert team at an event to learn about how we can help your organization work smarter, compete, and prosper in today's challenging work environment!

SESSION(S) AVAILABLE (11:30 AM - 1:00 PM)

- August 5, 2020 (Sterling Heights)

COSTFREE

SALES ACCELERATION WORKSHOP

Hoping to take your sales strategies to the next level? This course, tailored towards salespeople in the manufacturing industry, offers a comprehensive analysis of your company's sales strategies. The Center will walk you through how to better understand the current market and how effectively your company is competing within it, using a variety of proven tools such as:

- Sales and Marketing Strategy
- Market Research Strategies
- SWOT and PEST Analyses
- Website/Social Media Leverage
- CRM Analysis
- Sales Management Tools

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- November 5-6, 2020

COST\$799/Up to 2 people

CYBERSECURITY/INDUSTRY 4.0

IMPROVING INFORMATION SECURITY THROUGH RISK MANAGEMENT

In the current age of cyber crime, it is important that companies understand and manage the risks to their business information, systems and networks. This class covers how to identify and mitigate information security risks using the NIST Cybersecurity Framework. By utilizing the five primary framework categories (Identify, Protect, Detect, Respond, Recover) participants will learn how to identify information that needs to be protected, improve processes to reduce risk, identify if the information has been compromised and learn how to recover from these compromises.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 31, 2020
- December 10, 2020

COST\$495/Person

ENVIRONMENTAL

ISO 14001:2015 INTERNAL AUDITOR

(CEU Credits: 1.4)

The Center's highly engaging ISO 14001:2015 Internal Auditor course will quickly acquaint you with ISO 14001:2015 standards and requirements, and help your company prepare for certification.

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 25-26, 2020
- November 2-3, 2020

COST\$795/Person

FOOD PROCESSING

PREVENTIVE CONTROLS QUALIFIED INDIVIDUAL (PCQI)

The Food Safety Modernization Act (FSMA) gives the Food and Drug Administration (FDA) broad new powers to prevent food safety problems, detect and respond to food safety issues, and improve the safety of imported foods. All food facilities must establish and implement a Food Safety Plan that includes an analysis of hazards and risk-based preventive controls.

A Preventive Controls Qualified Individual (PCQI) is required to prepare and oversee the implementation of the facility's Food Safety Plan in compliance with FSMA requirements.

Key course topics include:

- Developing a Food Safety Plan
- Hazard Analysis and Preventive Controls
- Verification and Validation Procedures
- Corrective Action (Recall Plan)
- Record Keeping Procedures

This course is recognized by the FDA as meeting the requirements to become a PCQI. Individuals successfully completing this training will receive a certificate from the Food Safety Preventive Controls Alliance (FSPCA).

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 6:00 PM)

- September 1-2, 2020

COST\$895/Person

Classes and events are added frequently. Visit The-Center.org for an up-to-date schedule of all classes and free events.

LEADERSHIP/CULTURE

DISTANCE LEARNING: FINANCE FOR THE NON-FINANCIAL MANAGER

This online virtual class exposes non-financial managers to financial concepts that are relevant to managing any type of business, with an additional focus on manufacturing. The key concept is that managers make daily decisions that impact the financial health of the business, so they need to understand the basics of financial management.

SESSION(S) AVAILABLE (8:00 AM - 12:00 PM)

- August 20, 2020

COST \$295/Person

MANUFACTURING SKILLS DEVELOPMENT

(CEU Credits: 1.4)

Designed for students who are new to manufacturing, Manufacturing Skills Development will provide a foundational understanding of the processes, approach and culture needed to run an effective and efficient operation. The course covers:

Quality Management Systems – Offers an introduction to the systems and processes necessary to deliver a conforming product on time while controlling variation in the process.

Problem Solving Skills – Addresses the various tools and techniques available for problem solving in the manufacturing environment, focusing on the ability to identify the problem, isolate the root cause, and document the entire process.

Lean Manufacturing – Gain an understanding of Lean principles and techniques and how they can be applied to maximize customer value, minimize waste and reduce cost. Get to know the eight types of waste that exist in every organization. A hands-on simulation will be used to demonstrate Lean tool application.

Culture & Motivation – Learn effective operational communication, motivational techniques and conflict management.

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 1-2, 2020 (Sterling Heights)
- September 16-17, 2020 (Benton Harbor)
- September 22-23, 2020
- December 8-9, 2020

COST \$995/Person

PRACTICAL APPROACH TO PROJECT MANAGEMENT USING SMARTSHEET®

(CEU Credits: 2.1)

Gain the fundamental project management tools to effectively manage and complete projects. Whether you are a newly assigned project manager or have been in the field for years but want to strengthen your approach, this course is for you. This course is perfect for general managers, plant managers, project managers, engineers, and quality, supply chain and I.T. personnel. Learn how to utilize Smartsheet® to standardize projects and to facilitate communication between all identified stakeholders. Smartsheet® is a valuable tool used to provide document control used for project status updates.

3 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 14, 21 & 28, 2020
- September 22-24, 2020 (Kalamazoo)
- October 9, 16 & 23, 2020
- October 20-22, 2020 (Sterling Heights)
- December 4, 11 & 18, 2020

COST \$1,800/Person

SUPERVISOR SKILLS

(CEU Credits: 2.8)

Do you have an employee with leadership potential or a newly promoted supervisor or foreman and want to give them practical management training? This is the class you need. Get equipped with the knowledge and skills to thrive in today's management environment. Learn how to identify:

- Various leadership styles
- Different behavioral characteristics and determine the best method of relating to each type
- Communication barriers and techniques to enhance communication
- Time management issues

4 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 11, 13, 18 & 20, 2020
- September 8-9 & 15-16, 2020 (Sterling Heights)
- September 10-11 & 17-18, 2020 (Kalamazoo)
- October 20, 22, 27 & 29, 2020

COST \$975/Person

Classes and events are added frequently. Visit The-Center.org for an up-to-date schedule of all classes and free events.

LEADERSHIP/CULTURE

SUPERVISOR SKILLS 2.0 – SUSTAINED LEADERSHIP PROGRAM

(CEU Credits: 1.5)

Good leadership is not just characterized by the ability to motivate a group toward a common goal—it's the ability to cross over from being someone employees must follow to someone they want to follow. The Center's 18-hour Supervisor Skills 2.0 course will further equip participants with the knowledge and skills needed to become effective leaders. Attendees of this interactive course will be acquainted with additional leadership skills necessary to relate to subordinates, peers and their managers in a productive and efficient manner. Topics covered include:

- Power of Influence
- Crucial Accountability
- Knowing Your Social Style
- Exploring Learning Styles

Prerequisite: The Center's Supervisor Skills (CEU Credits: 2.8) course.

3 days of classes

SESSION(S) AVAILABLE (9:00 AM - 4:00 PM)

- November 10-12, 2020

COST\$975/Person



LEAN PRINCIPLES & TECHNIQUES

5S/VISUAL MANAGEMENT & PULL SYSTEMS

Over time, most workplaces become cluttered with outdated information and materials kept “just in case it’s needed.” This course will provide the tools needed to clear the clutter and create a world-class visual workplace where there is a place for everything. Learn how to successfully transform a factory into a well-organized operation where many messages concerning product quality, productivity, schedule and safety are accurately delivered every day.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 13, 2020
- October 15, 2020

COST\$495/Person

A3 PROBLEM SOLVING

Participants will use problem solving tools (5-Whys and Fishbone Diagram) to assist in the continual improvement process with special emphasis on creating and implementing a lean business strategy. Attendees gain further knowledge to confidently measure and improve their processes through data-driven decision making. An exercise in understanding and creating an A3 report is included.

SESSION(S) AVAILABLE (8:00 AM - 12:00 PM)

- August 25, 2020
- September 18, 2020 (Benton Harbor)
- September 22, 2020 (Sterling Heights)
- October 27, 2020

COST\$295/Person

ERROR PROOFING/POKA-YOKE

Error proofing is essential to running a smooth operation, cost-savings and maintaining sanity in the workplace. Understand the benefits of building in quality at the source by implementing methods or devices into the manufacturing process instead of inspection only at the end of the process. Best practice examples are introduced regarding how companies prevent errors or defects. A hands-on exercise in The Center's simulated factory is included.

SESSION(S) AVAILABLE (1:00 PM - 5:00 PM)

- August 25, 2020
- September 18, 2020 (Benton Harbor)
- September 22, 2020 (Sterling Heights)
- October 27, 2020

COST\$295/Person

IS YOUR

BUSINESS PREPARED

FOR ANY CRISIS?

BY: ROGER TOMLINSON

Unplanned events can have devastating effects on small businesses. Crises such as fires, damage to stock, illness of key staff members or IT system failures all make it difficult or even impossible to carry out day-to-day activities. Many manufacturers across the globe are now learning this lesson as they scramble to react to the COVID-19 pandemic, with countless facilities forced to limit operations or even shutdown altogether.

In some drastic cases, unplanned catastrophes like this can lead to the loss of important customers or, at worst, going out of business completely. To avoid this fate and minimize the potential impacts of a disaster, or prevent it from happening in the first place, planning is essential.

PLAN FOR ANY BUSINESS CRISIS IN FIVE STEPS

Small businesses often lack the resources needed to easily cope in a crisis. Therefore, planning ahead of time is the best method to ensure your company can survive any situation. To plan how your company will react if any disaster occurs, develop a Business Crisis Risk Management Plan. To accomplish this, companies must:

1. IDENTIFY POTENTIAL CRISES THAT MIGHT AFFECT THE COMPANY.

There are dozens of categories of business risks, including outbreak of disease (like COVID-19), natural disasters, theft or vandalism, terrorist attack, crisis affecting suppliers or crisis affecting the business' reputation. Companies must take each of these potential risks into account and determine which are most likely to have an impact on the business.

2. PRIORITIZE RISKS.

To determine the level of risk for each category, you must find the Value-at-Risk. This involves analyzing the probability of the event occurring, the potential impact, severity of the impact and detectability. Each factor is rated on a scale of one to 10, with 10 being the most severe, to determine which risks need to be prioritized.

3. DETERMINE THE RISK RESPONSE STRATEGY.

After identifying the key risks faced by your company, the next step is to protect your business against them. The goal here is to minimize the potential impact of the crisis or prevent it from happening at all. There are four main response strategies: Avoid, Mitigate, Accept and Transfer.

Potential strategies might include installing an anti-virus software to avoid or mitigate the impact of cyber-attacks, investing in insurance to transfer potential risks, or accepting certain crises will occur that render your facilities unusable and agreeing to share facilities with local businesses temporarily. In each of these cases, the company must create a written process map for the Business Crisis Risk Management Plan to establish each step of the response plan.



4. ESTABLISH HOW TO IMPLEMENT THE RISK RESPONSE STRATEGY.

This should detail:

- Key business functions that need to get operating as quickly as possible, along with the resources needed to accomplish this
- All roles and responsibilities of individuals involved in the emergency
- Any training team members will need to complete to enable them to fulfill their responsibilities
- Communication to all employees about what they must do, complete with a checklist and timeline

5. REVIEW AND TEST THE PLAN REGULARLY.

Once the plan is in place, you will need to monitor and test how likely it is to perform well in the event of an emergency. This can be accomplished by using a Failure Mode Effects Analysis (FMEA) tool to assess the plan against several possible scenarios. This will help discover potential failures or risks that exist within the process. During this review, check to make sure each employee's role is clearly defined, the order of the plan is optimized and emergency numbers and contacts are up-to-date.

A carefully thought-out business crisis plan will make coping in a crisis easier and effectively minimize disruption to both the business and customers. It also proves to customers, insurers and investors that your business is robust enough to cope with anything that might be thrown at it, potentially giving your company the edge over competitors. Most importantly, it will keep your business on track for success even when unforeseen conditions occur.

One unpredictable situation businesses fear most is a downturn in the economy. In addition to implementing

the five steps above, there are key changes your company can make to streamline operations and better prepare for a potential slowdown, including:

- **Utilizing a Kaizen strategy.** This Lean tool will help streamline business activities at all levels of a company, bringing workers together to achieve regular, incremental improvements in processes.
- **Strategizing layoffs.** Layoffs must be considered very carefully before being implemented. If the company decides a layoff is inevitable, be sure to only cut once and cut deep enough so it will not have to happen again.
- **Reducing hours before salaries.** If someone's salary is cut 10% but you ask them to work the same number of hours, their productivity and engagement will almost always decrease. Instead, cut hours to save the same amount of cash without any loss in productivity.
- **Communicating.** Be open with employees and make sure everyone is on the same page. Workers should feel as if the entire organization is working together to weather the downturn.

Whether it's a recession, pandemic or cyber-attack, the best time to prepare for a crisis is well before it occurs. Companies that implement these changes and plan ahead are the ones that consistently survive disasters and emerge even stronger than before. To ensure your company stays successful through any situation, the time to plan is now.

Learn more about how The Center can help your business prepare at The-Center.org.



MANUFACTURE SMARTER.



ROGER TOMLINSON
Lean Program Manager

Roger has been a Program Manager at The Center for 18 years. He has trained and mentored hundreds of Michigan manufacturers in the entire portfolio of lean strategies and methods (e.g., Kaizen events, Standardized Work, 5S/ Workplace Organization, Value Stream Mapping, Total Productive Maintenance, Culture Change, Team Building, Operations Management and Process Re-Engineering). In addition to his training and consulting work, Roger has more than 20 years of experience in manufacturing management.

LEAN PRINCIPLES & TECHNIQUES

LEAN MANUFACTURING CHAMPION: CONTINUOUS IMPROVEMENT WITH TECHNOLOGY

(CEU Credits: 5.6)

Developing internal lean manufacturing champions helps organizations successfully implement proven techniques for eliminating waste. Using competency-based and hands-on approaches, Lean Manufacturing Champion provides team leaders the knowledge and skills to apply lean business solutions within their own operations, resulting in reductions in the time and cost to execute business processes. To enhance classroom instruction, methods are reinforced in The Center's simulated factory. Participants will transform a traditional batch-process into a lean cellular manufacturing process.

8 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 10-13 & 24-27, 2020
- October 12-15 & 26-29, 2020

COST \$2,800/Person

LEAN OFFICE CHAMPION

(CEU Credits: 2.1)

Apply lean principles beyond the manufacturing floor. Typically 70% of labor costs are attributed to above-the-shop floor activities including support operations such as quoting, accounting, sales and engineering. Lean Office Champion training offers a comprehensive hands-on approach to teach team leaders how to identify opportunities for improvement through reduction in time-conducting transactional activities.

3 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- October 6-8, 2020

COST \$1,500/Person

RISK MANAGEMENT & TOTAL COST OF OWNERSHIP FOR SUPPLY CHAIN

This class provides participants with an overview of the following Risk Management and Total Cost of Ownership (TCO) concepts:

- Awareness of the impact of risk events if there is no Risk Management Plan
- Assessing risk impact for identified supply chain risks
- Creating risk mitigation strategies and a risk response plan to manage the identified supply chain risks
- Reporting and monitoring ongoing supply chain events
- Estimating the financial impact of a potential supply chain risk event and understand how to include that in the TCO estimate
- Understanding the importance of implementing an effective TCO strategy
- Identifying and measuring TCO cost drivers
- Using the TCO calculator to make strategic sourcing decisions

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 12, 2020
- December 14, 2020

COST \$495/Person

STANDARD WORK

A key ingredient in the creation of a lean enterprise, Standard Work is a set of procedures for each operational process that documents the most effective, balanced combination of people, machines, materials and space to meet customer demand. Standard Work begins as an improvement baseline, but as it is used to improve, it further evolves into a reliable method.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 11, 2020
- October 13, 2020

COST \$495/Person

TOTAL PRODUCTIVE MAINTENANCE/ QUICK CHANGEOVER

Total Productive Maintenance (TPM) is a company-wide effort to improve equipment performance, which then leads to higher productivity, better quality and increased profits. Participants learn how to calculate and use Overall Equipment Effectiveness, the key metric for measuring equipment performance. Emphasis is placed on the importance of teamwork and integration between production and maintenance departments. Focus is also placed on reducing set-up times for manufacturers to increase their flexibility, because frequent set-ups are necessary to produce a variety of goods in small lots. Inexpensive and highly effective techniques are shown to achieve quick changeovers.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 24, 2020
- October 26, 2020

COST \$495/Person

UNDERSTANDING LEAN PRINCIPLES & TECHNIQUES 4.0

Understanding Lean Principles and Techniques 4.0 demonstrates how lean can be applied to an organization to maximize customer value, minimize waste and reduce costs through workplace organization and visual controls, cellular manufacturing, quality at the source and pull scheduling. Gain a better understanding of how lean principles, when effectively applied, can positively impact your company. Learn how to transform a traditional manufacturer into a lean producer by focusing on material and information flow resulting in lead-time reductions.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 14, 2020

COST \$395/Person

ADVANCED PROBLEM SOLVING: LEAN SIX SIGMA YELLOW BELT ([See page 15](#))

LEAN SIX SIGMA GREEN BELT ([See page 15](#))

QUALITY MANAGEMENT

8D PROBLEM SOLVING

(CEU Credits: .7)

Root cause analysis and problem-solving tools are presented and demonstrated in this session. Both internal (yield issues) and external (warranty, field failure and customer complaint) problems are introduced. Teams use these tools to identify, analyze and determine root cause and ultimately solve the issues. Understanding is gained through practical, hands-on exercises using common measurement gauges. Problems are presented to demonstrate the typical formats for reporting the findings, applying solutions and corrections.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 19, 2020 (Sterling Heights)
- September 15, 2020 (Benton Harbor)
- September 16, 2020
- October 6, 2020 (Kalamazoo)
- November 9, 2020

COST \$395/Person

AIAG-VDA PROCESS FMEA FOR PRACTITIONERS

(CEU Credits: 1.4)

Equip yourself with the knowledge and skills needed to complete the new FMEA methodology, which includes activities surrounding the 7-Step Approach and use of Action Priority Ratings. The steps are covered with exercises designed to ensure maximum understanding. At course completion, participants will have the tools needed to objectively evaluate the effectiveness of their current FMEA process while planning and using the new AIAG-VDA FMEA process.

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 10-11, 2020

COST \$795/Person

AS9100D INTERNAL AUDITOR

(CEU Credits: 2.1)

This seminar helps attendees understand the basics of a process based Quality Management System as well as the specifics of the AS9100 aerospace system and how to audit to it. Learn how the various requirements may, or may not, apply to your type of organization and be better prepared to implement, understand and audit your system. Participants will conduct several mock audits through the process and will gain a practical understanding of both the ISO 9001 and AS9100 system audit programs. Instruction is delivered over three days and reflects the changes in AS9100 Revision D.

3 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 1-3, 2020

COST \$995/Person

BLUEPRINT READING

(CEU Credits: .7)

How to interpret a technical drawing is an essential skill to anyone involved in the manufacturing industry, especially prior to learning GD&T. This course is designed for those who need an introduction to drawing interpretation.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 25, 2020 (Kalamazoo)
- October 19, 2020
- December 7, 2020

COST \$395/Person

CORE TOOLS: APQP, PPAP & FMEA

(CEU Credits: 1.4)

Gain a better understanding of the planning, launch and validation of new products or processes. It blends the three core tools of APQP, PPAP and FMEA and guides participants through important steps of the launch process. Utilized correctly, the deployment of these core tools leads to continuous improvement, defect prevention and the reduction of variation and waste.

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 18-19, 2020 (Kalamazoo)
- August 27-28, 2020
- September 17-18, 2020 (Troy)
- October 1-2, 2020
- December 3-4, 2020

COST \$795/Person

CORE TOOLS: MEASUREMENT SYSTEMS

ANALYSIS (CEU Credits: .7)

We've all heard the expression "garbage in, garbage out." The same can be applied when product acceptance or process control decisions are based on invalid data. Measurement Systems Analysis examines the sources of variation in the measurement process as well as information about measurement characteristics based on accuracy, precision and stability.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 24, 2020

COST \$395/Person

CORE TOOLS: STATISTICAL PROCESS CONTROL

(CEU Credits: .7)

Participants run a group of sequentially produced parts and then measure them to determine average, range and sigma. Control limits are calculated using these same parts, and additional samples are measured and plotted to determine where the process is going and why. Interpretations of results are part of this course as well as capability study exercises.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 3, 2020
- September 30, 2020 (Kalamazoo)

COST \$395/Person

QUALITY MANAGEMENT

GD&T COMPREHENSIVE

Participants in this comprehensive seminar will learn to:

- Explain the benefits of GD&T
- Evaluate tolerances for size, form, orientation and location
- Interpret feature control frames for each GD&T symbol
- Determine correct datum usage and how it affects manufacturing and inspection
- Calculate “bonus” tolerance for MMC and LMC
- Apply geometric tolerances to drawings
- Determine the virtual condition to ensure assembly
- Explain “composite” tolerancing for position and profile

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 6-7, 2020
- November 17-18, 2020

COST \$795/Person

GD&T FUNDAMENTALS

Learn the importance of the GD&T system, proper identification and call out of datum features, and the effect of modifiers, especially MMC. This course will cover how GD&T saves money over traditional tolerances and how to interpret each of the 14 symbols.

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 14, 2020

COST \$395/Person

IATF 16949:2016 INTERNAL AUDITOR

(CEU Credits: 2.8)

During instruction, emphasis is placed on effective auditing processes, skills and techniques. Participants will learn how to develop an audit plan and report required for management review. Corrective and preventive actions will be reviewed. Clear definitions of the five clauses of the IATF 16949:2016 requirements are covered. Participants will be introduced to techniques for interfacing with third party registrars, as well as non-intrusive auditing practices.

4 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 17-20, 2020
- October 5-8, 2020
- November 16-19, 2020

COST \$1,195/Person

ISO 9001:2015 INTERNAL AUDITOR

(CEU Credits: 2.1)

Learn the information necessary for conducting internal quality audits. Emphasis is placed on effective auditing processes, skills and techniques. Participants will be instructed in developing an audit plan and the audit report required for management review. Corrective and preventive action will be reviewed. This includes an overview of the 2015 standards and requirements, as well as hands-on practice exercises for ISO 9001.

3 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 3-5, 2020
- August 11-13, 2020 (Kalamazoo)
- October 6-8, 2020 (Sterling Heights)
- October 20-22, 2020
- December 15-17, 2020

COST \$995/Person

RISK MANAGEMENT USING FMEA

(CEU Credits: 1.4)

This training will orient participants to the steps of Risk Management using the tool of Failure Mode Effects Analysis (FMEA) to define, manage and reduce risks. Processes also used in this training include brainstorming, creating SIPOCs and creating process flowcharts to help in the understanding and analysis of the process. The training addresses each step of conducting an FMEA, with exercises designed to ensure maximum understanding of both Design FMEA and Process FMEA.

2 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 29-30, 2020

COST \$795/Person

Classes and events are added frequently. Visit The-Center.org for an up-to-date schedule of all classes and free events.

THE CENTER

SIX SIGMA

ADVANCED PROBLEM SOLVING: LEAN SIX SIGMA YELLOW BELT

(CEU Credits: 2.1)

Lean Six Sigma Yellow Belt (LSSYB) training develops the skills of the professional who participates as a supporting team member in a variety of six sigma projects led by certified Six Sigma Green or Black Belts. Become well versed in the foundational elements of the Lean Six Sigma Methodology.

Upon completion of the class (no project required), a LSSYB will understand the broad aspects of lean six sigma methodology including competence in the subject matters contained within the five phases of the DMAIC process: Define, Measure, Analyze, Improve and Control. Professionals who attend will gain the knowledge to implement, perform, interpret and apply lean six sigma principles in a skilled, yet limited and/or supportive context.

3 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 15-17, 2020
- October 13-15, 2020 (Kalamazoo)
- December 1-3, 2020

COST..... \$1,500/Person

LEAN SIX SIGMA GREEN BELT

(CEU Credits: 5.6)

Lean Six Sigma Green Belt certification develops the skills of the internal change agent by implementing the proven methods of both lean and six sigma. The training covers the application of established techniques to remove waste, improve operational speed, lower costs and deliver ultimate customer satisfaction. Lean Six Sigma Green Belt certification focuses on improved quality and accuracy, minimized cost and variation, on-time delivery and optimized operational speed, all of which enable organizations to become more efficient, profitable and flexible producers.

This certification provides the participant with a coordinated approach to rapidly reduce errors, streamline activities in difficult or complex operational transactions and foster company-wide innovation. Lean Six Sigma Green Belt certification blends the best of lean thinking with the statistical logic of six sigma. Deploying Lean Six Sigma Green Belt initiatives can dramatically reduce operational constraints by utilizing proven lean and six sigma methods to optimize critical processes.

Participants receive Lean Six Sigma Green Belt certification upon submission and approval of a lean six sigma project report.

8 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- November 2-5 & 16-19, 2020

COST..... \$3,450/Person

SIX SIGMA BLACK BELT

(CEU Credits: 7.0)

The certified Six Sigma Black Belt is a professional who can explain six sigma philosophies and principles to their reports, including supporting systems and tools. A certified Black Belt should demonstrate team leadership, understand team dynamics and assign team member roles and responsibilities.

Black Belts have a thorough understanding of all aspects of the DMAIC (Define, Measure, Analyze, Improve, Control) model in accordance with six sigma principles. They have basic knowledge of lean enterprise concepts, are able to identify non-value-added elements and activities and are able to use specific tools.

Six sigma professionals exist at multiple levels – each has a different role to play. Certified Black Belts lead problem-solving projects, train and coach project teams.

So, it's clear to see that six sigma provides much of the structure for running a manufacturing facility in a clean, lean and seldom mean manner. Become a Six Sigma Black Belt!.

10 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- September 29-30, October 1 & 27-28, November 9-11, & December 8-9, 2020

COST..... \$7,350/Person

SIX SIGMA GREEN BELT

(CEU Credits: 3.5)

Almost every process within an organization has at least some problems. As a leader, trying to address every problem is impossible. Providing employees with Six Sigma Green Belt training equips them with a logical and objective way to identify, measure and eliminate those problems. Suddenly, employees don't have to just cope with the problems – they begin to recognize and implement solutions to them.

A down-to-earth blend of DMAIC project management methods and practical data analysis techniques provide employees, at any level of the organization, with new ways to contribute to the bottom line. From executive leaders to front-line employees, Six Sigma Green Belt training enhances the way employees approach their day-to-day work. And when Six Sigma Black and Green Belts are strategically positioned to support each other in the workplace, the improvement potential expands.

At the end of the course, each participant will receive a certificate of completion for attending.

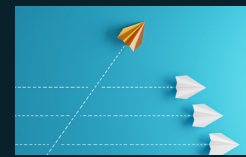
5 days of classes

SESSION(S) AVAILABLE (8:00 AM - 5:00 PM)

- August 4-6 & 19-20, 2020

COST..... \$2,800/Person

WHAT'S NEW AT THE CENTER?



At the Michigan Manufacturing Technology Center (The Center), our mission is to provide guidance and expertise to Michigan's small and medium-sized manufacturers. In our efforts to continue to extend our reach while meeting the changing needs of manufacturers, The Center is offering a variety of new, helpful resources and funding support to both new and loyal clients. Learn more about what's new at The Center below!

OPERATIONAL EXCELLENCE VOUCHER (OEV)

Any company that did not complete a project with The Center in 2019 – this offer is for you! New and returning clients interested in The Center's services can now receive an Operational Excellence Voucher (OEV) covering 50% of their total project fee, up to \$10,000. The OEV is applicable to all project types and consulting engagements. Learn how to claim your OEV by contacting inquiry@the-center.org or call **888.414.6682**.

D3+ GRANT SUPPORT

Is your company looking to innovate and advance processes? The Center has received a grant to support client projects focused on technology implementation and business efficiency. These projects provide expert assistance in evaluating, scoping and deploying technology projects, with The Center's delivery costs completely covered. To discuss your eligibility and begin the application process, contact our Business Solutions Managers at inquiry@the-center.org or call **888.414.6682**.

VIRTUAL COURSE OFFERINGS

The Center is developing a variety of virtual classes as a complement to our in-person training, making it easier for manufacturers to receive the support they need. Courses will cover brand new topics and areas of interest. Upcoming virtual learning offerings include:

- **How to Prepare for Your Virtual Audit** – *This course is focused specifically on the ISO 9001 certification audit and how to maintain an audit program remotely. Targeted toward experienced auditors, the course will cover meeting platforms and features, planning considerations, best practices for remote auditing and includes a practice remote audit.*
- **Risk Avoidance and Mitigation** – *One of the most important skills to have in manufacturing is risk management. This course will discuss the advantages and disadvantages of using risk avoidance in comparison to risk mitigation, along with effective strategies for how to implement each to develop more robust manufacturing processes.*
- **Industry 4.0 and Lean** – *In the pursuit of continuous improvement, manufacturers can receive invaluable support from implementing both Lean manufacturing and Industry 4.0 innovations. This course will explain how manufacturers can experience the best of both worlds by combining lean principles to eliminate waste with technologies to improve and enhance processes.*



What other topics are you interested in?

Let us know at inquiry@the-center.org.

COMPLETE SERVICE OFFERINGS

Don't see a topic you are looking for, need more information, or want to schedule customized training at your company? Call 888.414.6682 or email inquiry@the-center.org.

COSTING

- Activity-Based Costing Application & Implementation
- Cost Identification & Management
- Finance for the Non-Financial Manager

CYBERSECURITY

- Information Security Assessment
- NIST 800-171 Compliance

ENVIRONMENTAL

- Building a Successful ISO 14001:2015 Program
- ISO 14001:2015 Employee Overview
- ISO 14001:2015 Internal Auditor
- ISO 14001:2015 Management & Organizational Transition

FOOD

- 5S/Visual Management
- BRC/SQF QMS Mentoring
- FMEA for Food Processors
- Food Producer Website
- Foreign Supplier Verification Program (FSVP)
- Fundamentals of Food Processing
- GMP Mentoring
- Improvement Planning & Process Mapping
- Mentoring/Problem Solving
- Preventive Controls Qualified Individual (PCQI) Food Safety
- Process Improvement
- Risk Management for Food
- Total Productive Maintenance/Quick Changeover

GROWTH SERVICES

- Business Development Mentoring
- CRM Development
- Customer Cultivation
- Innovation Engineering
- More Effective Messaging
- Sales Acceleration
- Sales Assessment & Strategic Growth Roadmap
- Website Development/Design/Optimization/Maintenance

INDUSTRY 4.0

- Industry 4.0 Technology Demonstrations
- Project Management of Manufacturing Technology Installation
- Technology Opportunity Assessment

LEADERSHIP/CULTURE

- Building Better Teams
- Business Metrics & SMART Goals
- Business Operations Planning
- Business Succession Planning
- Leadership Mentoring
- Manufacturing Skills Development
- Practical Approach to Project Management Using Smartsheet®
- Supervisor Skills
 - Communicating & Making Meetings Work
 - Effective Delegation & Time Management
 - Leading People Through Change
 - Successfully Handling Conflict & Problem People
- Workforce Engagement

LEAN MANUFACTURING

- 5S Training & Application
- A3 Problem Solving
- Advanced Problem Solving: Lean Six Sigma Yellow Belt
- Cellular Manufacturing & Plant Floor Layout
- Error Proofing/Poka-Yoke
- Lean Manufacturing Champion: Continuous Improvement With Technology
- Lean Manufacturing Kaizen Event
- Lean Mentoring
- Lean Office Champion
- Lean Office Kaizen
- Lean Overview
- Lean Six Sigma Green Belt
- Production Preparation Process
- Setup Time Reduction/Quick Changeover/Single Minute Exchange of Dies
- Standard Work
- TimeWise 102: Lean for a Low Volume/Mixed Model Job Shop
- Total Productive Maintenance Kaizen
- Total Productive Maintenance Workshop
- Understanding Lean Principles & Techniques (BUZZ)
- Value Stream Mapping & Deployment Plan

MARKET INTELLIGENCE

- Assess Market(s) for New Product
- List, Prioritize & Pre-Qualify Prospects
- Market Intelligence Mentoring
- Narrow 10 Markets to 3 Based on Criteria
- What the Market Thinks of Me, My Competition or Issues

QUALITY MANAGEMENT

- AIAG-VDA Process FMEA for Practitioners
- AS 9100D Internal Auditor
- Blueprint Reading
- Core Tools: APQP, PPAP & FMEA
- Core Tools: Measurement Systems Analysis (MSA)
- Core Tools: Statistical Process Control (SPC)
- GD&T
- IATF 16949:2016 Internal Auditor
- ISO 13485:2016 Internal Auditor
- ISO 9001:2015 Internal Auditor
- Layered Process Audit
- MedAccred Assistance Program
- 8D Problem Solving, Root Cause Analysis & Reporting
- Risk Management Using FMEA

SIX SIGMA

- Advanced Problem Solving: Lean Six Sigma Yellow Belt
- Design of Experiment
- Lean Six Sigma Green Belt
- MINITAB Training
- Six Sigma Black Belt
- Six Sigma Green Belt
- Six Sigma Mentoring

MICHIGAN
MANUFACTURING
TECHNOLOGY
CENTER

MANUFACTURE SMARTER

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A QUICK GUIDE TO THE CENTER'S WEBSITE

HAVE YOU VISITED OUR WEBSITE RECENTLY? THERE, YOU CAN...

- Find the latest, up-to-date information on our classes, schedules, webinars and more under **CLASSES** and **EVENTS**
- Get to know our experts and their experience under **OUR TEAM**
- Learn more about our regional offices and national partnerships under **ABOUT US**
- View a complete list of our services, including Cybersecurity, Leadership Development, Research Services and Lean Manufacturing under **OUR SERVICES**
- Read client success stories demonstrating how we can help companies like yours under **CLIENT SUCCESS**
- Visit our Manufacture Smarter blog to view industry articles written by our experts along with the latest news about The Center under **NEWS & RESOURCES**
- Contact us! In addition to calling us at **888.414.6682** or emailing us at inquiry@the-center.org, our experts can be reached by filling out the brief form under **CONTACT**

For a complete tour of our website, visit
The-Center.org today!

