UNIVERSITY of
HOUSTON
YOU ARE THE PRIDE
COLLEGE of TECHNOLOGY

Course Topics (+40-80 hr. of training)

Define	Measure	Analyze	Improve	Control
Voice of the Customer • QFD • Kano Model • User/Customer Needs Analysis Project Charter Project Tracking **Project Management** **Facilitation** **Leadership** **Teams & Teamwork**	Process Mapping • Other Basic Methods • VSM Data Collection Plans Alternate MSA Approaches Probability Other Distributions Long vs. Short-term Capability	Multi-vari Studies Hypothesis Testing • Multiple Regression • 2 sample t-tests • Logistic Regression • ANOVA • Contingency Tables Non-parametric Statistics	Lean Improvement Tools Design of Experiments • One Factor • Full Factorial • Fractional/ Screening Theory of Constraints Implementation Plans **Risk & Change Management**	Statistical Process Control/Control Charts • Variables • Attributes • Other Maintaining Control Sustaining Improvements