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Workforce Optimization Academy

Course Catalog

Comprehensive Course Descriptions

This document contains summary descriptions for all courses in the Workforce Optimization Academy curriculum.

Accenture Workforce Optimization Academy distinguishes the following course types:

Online Self Study courses are online skill-based modules, consisting of a series of chapters which contain interactive activities and quizzes, as well as case studies, examples and a final assessment test, for which the score is recorded and can be reported on. You may retake to test to improve your score. The course is marked complete when the user completed the Assessment test. The Online Self Study courses will track your progress through the course, and provide with an option to resume where you left off upon your return.

Simulations are interactive tools which allow you to practice such skills as Forecasting. These may require software to be downloaded and installed on the user's computer, into which your decisions are input and run in a simulated environment which then provides feedback and supporting materials. Due to the nature of the course download, tracking of completion or progress is not possible, therefore the courses are marked as complete at the time the user first accesses the course.

Live Webinars are live events presented by noted academics and industry experts. These events are also recorded and made available for later playback; posted to the site as Recorded Webinars (online) and Webinar Audiocasts (downloadable MP3s). Live Webinars are marked as complete when an enrolled user accesses the course materials via the ‘Take Me There’ link on the course description page. Recorded Webinars are marked as complete once the user reaches the final page of the course, and Webinar Audiocasts are self-completed by the user.

Compilations are groupings of courses of any type compiled to make a learning program.

Workforce Optimization Academy

Success in business is highly dependent on a company's ability to continuously improve productivity. The most effective means for improving productivity is to improve workforce performance. This is done, not by focusing on labor efficiency, but by employing a system of disciplines that enables and encourages the workforce to perform its responsibilities to meet customer needs and expectations without error and without waste.

The Workforce Optimization Academy courses are structured around the Workforce Performance Model to better enable organizations to improve the productivity, quality, and culture of their organization.

The Workforce Performance Model depicts the system of disciplines essential to improve workforce performance and eliminate waste. Instilling these disciplines directly impacts the productivity, quality and culture of an organization. Practicing any one of the disciplines will help an organization to improve. Instilling these interdependent disciplines as a system equips the organization to meet overall company goals and establish an environment of continuous improvement.

The Workforce Performance Series **prepares <u>management</u>.**

The Standard Work Series **prepares the <u>workforce.</u>**

The Lean Workplace Series **prepares the <u>workplace.</u>**

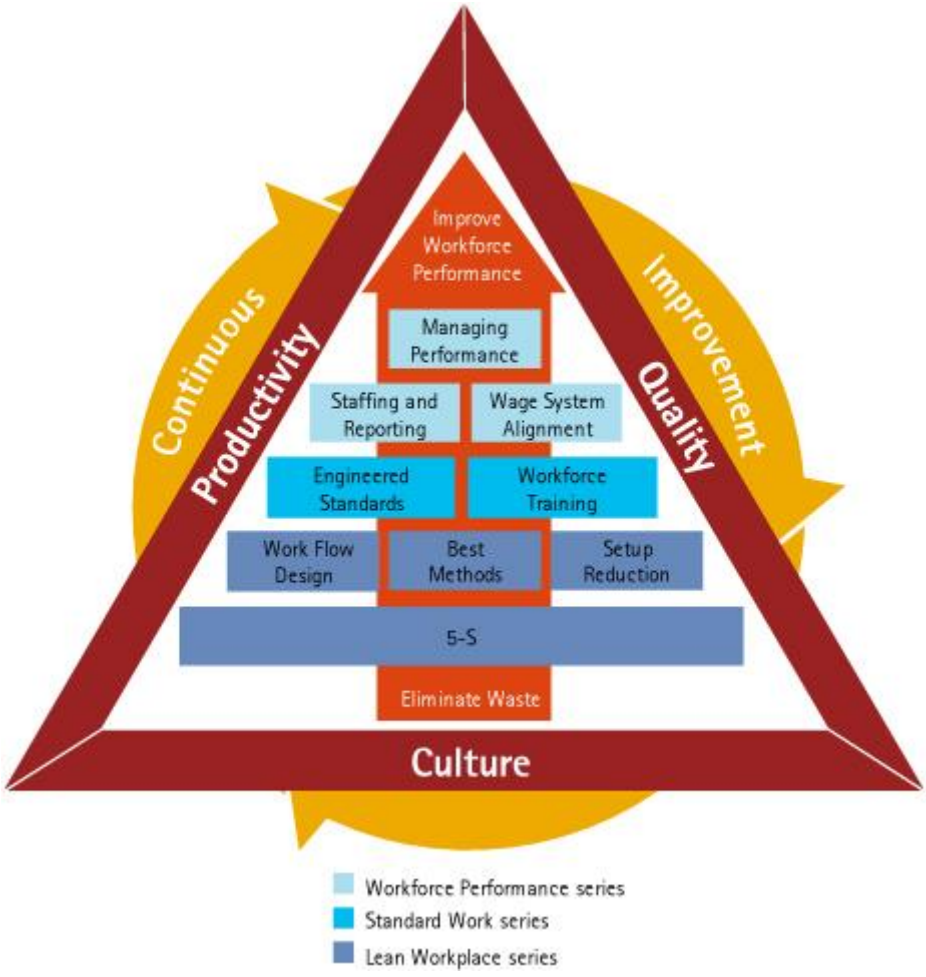

Table of Contents

The high-level curriculum areas and specific courses contained within each are listed in the table below:

Lean Workplace Series

Course Title:	***Preparing the Workplace for Engineered Standards – Recorded Webinar***		
Curriculum Area:	Lean Workplace		
Course Type:	Recorded Webinar	**Length (hours):**	1.0
Course No:	LWS900	**Proficiency:**	Basic
Abstract:	This course defines how two lean disciplines, 5-S and Best Methods, prepare the workplace for successful engineered standards implementation. This course also reviews the Workforce Performance Model, detailing where engineered standards fit into creating increased workforce performance.		
Description:	Engineered standards are often used for planning, costing, and staffing – three major objectives for any business. Engineered standards cannot be successfully implemented if the workplace is not prepared in terms of organization and consistency. The disciplines of 5-S and Best Methods instill the methodologies to create a lean workplace and to physically prepare the workplace for optimum operations and performance. This course will introduce you to the Workforce Performance Model to understand the context in which engineered standards should be developed and detail the two disciplines of 5-S and Best Methods to prepare the workplace for standards.		
Learning Objectives:	After completing this course, students should be able to: • Describe the Workforce Performance Model. • Identify How 5-S Prepares the Workplace for Standards. • Define How Best Methods Prepares the Workplace for Standards.		
Prerequisite Comments:	None		
Language:	English		
Comments:			

AssetID#: 1000010007

Course Title:	***Preparing the Workplace for Engineering Standards – Audiocast***		
Curriculum Area:	Lean Workplace		
Course Type:	Audiocast	**Length (hours):**	1.0
Course No:	LWS900	**Proficiency:**	Basic
Abstract:	This course defines how two lean disciplines, 5-S and Best Methods, prepare the workplace for successful engineered standards implementation. This course also reviews the Workforce Performance Model, detailing where engineered standards fit into creating increased workforce performance.		
Description:	Engineered standards are often used for planning, costing, and staffing – three major objectives for any business. Engineered standards cannot be successfully implemented if the workplace is not prepared in terms of organization and consistency. The disciplines of 5-S and Best Methods instill the methodologies to create a lean workplace and to physically prepare the workplace for optimum operations and performance. This course will introduce you to the Workforce Performance Model to understand the context in which engineered standards should be developed and detail the two disciplines of 5-S and Best Methods to prepare the workplace for standards.		
Learning Objectives:	After completing this course, students should be able to: • Describe the Workforce Performance Model. • Identify How 5-S Prepares the Workplace for Standards. • Define How Best Methods Prepares the Workplace for Standards.		
Prerequisite Comments:	None		
Language:	English		
Comments:	.		

AssetID#: 1000010008

5-S

Course Title:	***Introduction to 5-S***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LWS100	**Proficiency:**	Basic
Abstract:	This course provides an introduction to the 5-S discipline of the Workforce Performance Model.		
Description:	5-S is the foundational discipline of the Workforce Performance Model. 5-S is a strategy for achieving a clutter-free workplace, one that is free of wasted time, wasted motion and wasted energy. This course provides an introduction to the 5-S discipline and the benefits it can bring to an organization.		

Learning Objectives:	After completing this course, you should be able to:
	• Apply basic principles to identify what issues might be material.
	• Identify components of the Workforce Performance Model.
	• Identify the structure of 5-S and the purpose of each of the five tactics:
	  • Sort & Remove
	  • Shine & Inspect
	  • Set Locations & Visual Cues
	  • System-a-tize
	  • Stay the Course		

Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of an 8-part course series on the 5-S discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005262

Course Title:	***5-S Principles: Sort & Remove***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LWS110	**Proficiency:**	Basic
Abstract:	This course provides an overview of the principles of the Sort & Remove tactic.		
Description:	5-S is a strategy for achieving a clutter-free workplace, one that is free of wasted time, wasted motion and wasted energy. This course focuses on the first of the five tactics: Sort & Remove. The course provides an explanation of the tactic as well as several workplace examples and strategies to help with implementation.		
Learning Objectives:	After completing this course, you should be able to: • Identify common sources of clutter. • Identify problems caused by clutter. • Describe the Sort & Remove process. • Apply the Sort & Remove process. • Recognize the benefits of Sort & Remove.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of an 8-part course series on the 5-S discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005263

Course Title:	***5-S Principles: Shine & Inspect***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LWS111	**Proficiency:**	Basic
Abstract:	This course provides an overview of the principles of the Shine & Inspect tactic.		
Description:	5-S is a strategy for achieving a clutter-free workplace, one that is free of wasted time, wasted motion and wasted energy. This course focuses on the second of the five tactics: Shine & Inspect. The course provides an explanation of the tactic as well as several workplace examples and strategies to help make a work area 'like new' again.		
Learning Objectives:	After completing this course, you should be able to: • Explain the need for and the benefits of the Shine & Inspect tactic. • Identify and demonstrate the Shine & Inspect strategies.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of an 8-part course series on the 5-S discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005264

Course Title:	***5-S Principles: Set Locations & Visual Cues***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	LWS112	**Proficiency:**	Basic
Abstract:	This course provides an overview of the principles of the Set Locations & Visual Cues tactic.		
Description:	5-S is a strategy for achieving a clutter-free workplace, one that is free of wasted time, wasted motion and wasted energy. This course focuses on the third of the five tactics: Set Locations & Visual Cues. The course provides an explanation of the tactic as well as several workplace examples and strategies to help with implementation.		
Learning Objectives:	After completing this course, you should be able to: • Understand and explain the need for and the benefits of the Set Locations & Visual Cues tactic. • Understand and recognize several Set Locations strategies. • Understand and recognize several Visual Cues strategies.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of an 8-part course series on the 5-S discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005265

Course Title:	***5-S Principles: System-a-tize***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LWS114	**Proficiency:**	Basic
Abstract:	This course provides an overview of the principles of the System-a-tize tactic.		
Description:	5-S is a strategy for achieving a clutter-free workplace, one that is free of wasted time, wasted motion and wasted energy. This course focuses on the fourth of the five tactics: System-a-tize. The course provides an explanation of the tactic as well as several workplace examples and strategies to help with implementation.		
Learning Objectives:	After completing this course, you should be able to: • Explain the need for and the benefits of the System-a-tize tactic. • Identify several System-a-tize strategies.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of an 8-part course series on the 5-S discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005266

Course Title:	***5-S Principles: Stay the Course***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LWS115	**Proficiency:**	Basic
Abstract:	This course provides an in-depth explanation of the principles and strategies of the Stay the Course tactic.		
Description:	5-S is a strategy for achieving a clutter-free workplace, one that is free of wasted time, wasted motion and wasted energy. This course focuses on the fifth of the five tactics: Stay the Course. The course provides an explanation of the tactic as well as several workplace examples and the opportunity to apply Stay the Course strategies to help with implementation.		
Learning Objectives:	After completing this course, you should be able to: • Explain the need for and the benefits of the Stay the Course tactic. • Identify the Stay the Course strategies.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of an 8-part course series on the 5-S discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005267

Course Title:	***Implementing a 5-S Plan to Change the Workplace***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS130	**Proficiency:**	Basic
Abstract:	This course provides an explanation of how to create a 5-S Implementation Plan for the first three 5-S tactics: Sort & Remove, Shine & Inspect and Set Locations & Visual Cues, as well as highlight the key strategies and supplies needed to get a 5-S program off of the ground.		
Description:	5-S is the foundational discipline for the Workforce Performance Model which creates a clean, safe and orderly environment. By gaining an understanding of the leadership needed to implement 5-S and the key strategies within the first three 5-S tactics, you will be prepared to bring a culture of efficiency and improvement into your workplace. This course will equip you to successfully create a 5-S plan and implement the key strategies within the Sort & Remove, Shine & Inspect and Set Locations & Visuals Cues tactics.		
Learning Objectives:	After completing this course, you should be able to: • Create an implementation plan for Sort & Remove, Shine & Inspect and Set Locations & Visual Cues. • Identify the tools and techniques needed to successfully Sort & Remove. • Identify the tools and techniques needed to successfully Shine & Inspect. • Identify the tools and techniques needed to successfully Set Locations & Visual Cues.		
Prerequisite Comments:	This course is part of an 8-part series on the 5-S discipline. You should consider reviewing all of the 5-S courses, but the following courses are prerequisite courses before taking the *Implementing a 5-S Plan to Change the Workplace* course: • Introduction to 5-S • 5-S Principles: Sort & Remove • 5-S Principles: Shine & Inspect • 5-S Principles: Set Locations & Visual Cues		
Language:	English		

AssetID#: 1000005270

Course Title:	***Implementing a 5-S Plan to Support the Workplace***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS131	**Proficiency:**	Basic
Abstract:	This course provides an explanation of important insights to successfully support the workplace.		
Description:	5-S is the foundational discipline for the Workforce Performance Model which creates a clean, safe and orderly environment. A thorough understanding of the final two 5-S tactics, System-a-tize and Stay the Course, is necessary to ensure that the efficiencies gained through implementing the first three 5-S tactics are maintained. This course will equip you to successfully support the workplace through System-a-tize and Stay the Course.		
Learning Objectives:	After completing this course, you should be able to: • Establish the 5-S task framework through System-a-tize techniques. • Ensure continuous improvement through Stay the Course techniques.		
Prerequisite Comments:	This course is part of an 8-part series on the 5-S discipline. You should consider reviewing all of the 5-S courses, but the following courses are prerequisite courses before taking the *Implementing a 5-S Plan to Support the Workplace* course: • Introduction to 5-S • 5-S Principles: System-a-tize • 5-S Principles: Stay the Course		
Language:	English		

AssetID#: 1000005269

Best Methods

Course Title:	***Introduction to Best Methods***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	LWS200	**Proficiency:**	Basic
Abstract:	This course provides an introduction to the Best Methods discipline of the Workforce Performance Model.		
Description:	A best method accomplishes the desired result consistently and includes no wasted time, effort, or money. This course provides an introduction to the Best Methods discipline and the benefits it can bring to an organization.		
Learning Objectives:	After completing this course, you should be able to: • Differentiate between a method and a best method. • Identify the Principles of Best Methods. • List the steps of discovering the current method. • Identify structured approaches to generating improvement ideas. • List the benefits of Best Methods.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005293

Course Title:	***Best Methods: Principles of Motion Economy***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	LWS210	**Proficiency:**	Basic
Abstract:	This course provides an overview of the principles of Motion Economy, which is one of the five major categories of Best Methods. Specifically, it covers Manual Motions, Work Area Layout, and Material Handling.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course focuses exclusively on the Principles of Motion Economy which are aimed at reducing the amount of motion necessary to perform work.		
Learning Objectives:	After completing this course, you should be able to: • Improve Manual Motions to make work easier. • Organize the Work Area Layout to eliminate waste. • Minimize Material Handling to reduce the amount of required effort.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005318

Course Title:	***Best Methods: Principles of Operation Design***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LWS211	**Proficiency:**	Basic
Abstract:	This course provides an overview of the principles of Operation Design, which is one of the five major components of Best Methods. Specifically, it covers Method Steps and Tools and Equipment.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course focuses exclusively on the Principles of Operation Design which are aimed at reducing potentially unnecessary steps in a process.		
Learning Objectives:	After completing this course, you should be able to: • Streamline method steps by improving the way a job is done. • Identify the right tools and equipment to make work easier.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005319

Course Title:	***Best Methods: Principles of Product/Service Design***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	LWS212	**Proficiency:**	Intermediate
Abstract:	This course provides an overview of the principles of Product or Service Design, which is one of the five major components of Best Methods. It will discuss strategies for simplifying the ways in which you meet a customer's needs.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course focuses exclusively on the Principles of Product/Service Design which seek to reduce the time, effort, and materials needed to make a product or to deliver a service to a customer.		

Learning Objectives:	After completing this course, you should be able to:
	• Differentiate between a product and a service.
	• Identify ways to make products or deliver services better, including:
	  • Optimizing the design of the product or service.
	  • Standardizing product features.
	  • Considering alternative materials for products.
	  • Maximizing product yield.
	  • Reusing and recycling waste.
	  • Arranging or packaging materials to be ready for use.		

Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005320

Course Title:	***Best Methods: Principles of Human Elements***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	LWS213	**Proficiency:**	Basic
Abstract:	This course provides an overview of the Principles of Human Elements, which is one of the five major components of Best Methods. Specifically, it covers ergonomics and safety.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course focuses exclusively on the Principles of Human Elements, which make work easier on the body and ergonomically sound and safe for associates.		
Learning Objectives:	After completing this course, you should be able to: • Identify ergonomics that match the work to the capabilities of the body. • Plan for safety to eliminate hazards.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005321

Course Title:	***Best Methods: Principles of Quality***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	LWS214	**Proficiency:**	Basic
Abstract:	This course provides an overview of the Principles of Quality, which is one of the five major categories of Best Methods. Specifically, it covers the Build Quality In and Mistake Proofing principles.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course focuses exclusively on the Principles of Quality which ensure that products and services meet customer expectations and are free from defects.		
Learning Objectives:	After completing this course, you should be able to: • Build quality into tasks to ensure an outcome that proactively meets customer requirements. • Mistake proof methods in order to eliminate the potential for errors.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000005323

Course Title:	***Best Methods: Applying the Principles of Motion Economy***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS230	**Proficiency:**	Basic
Abstract:	This course provides an opportunity to apply the Best Methods Motion Economy Principles; Manual Motions, Work Area Layout, and Material Handling. This course includes a review of the principles as well as an activity for application practice.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course will equip you to apply the Principles of Motion Economy which are designed to reduce the amount of motion necessary to perform work. The course includes an activity for application practice.		
Learning Objectives:	After completing this course, you should be able to: • Identify the key strategies of each Motion Economy principle; Improve Manual Motions, Organize the Work Area Layout, and Minimize Material Handling. • Apply the Motion Economy principles.		
Prerequisite Comments:	This course is part of a 13-part series on the Best Methods discipline. You should consider reviewing all of the Best Methods courses, but the following courses are prerequisite courses before taking the *Applying the Principles of Motion Economy* course: • Introduction to Best Methods • Best Methods: Principles of Motion Economy		
Language:	English		

AssetID#: 1000005236

Course Title:	***Best Methods: Applying the Principles of Operation Design***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS231	**Proficiency:**	Basic
Abstract:	This course provides an opportunity to apply the Best Methods Operation Design Principles; Streamline Method Steps and Select the Right Tools and Equipment. This course includes a review of the principles as well as an activity for application practice.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course will equip you to apply the Principles of Operation Design which are designed to reduce potentially unnecessary steps in a process. The course includes an activity for application practice.		
Learning Objectives:	After completing this course, you should be able to: • Identify the key strategies of the Streamline Method Steps principle and the Use the Right Tools and Equipment principle. • Apply the Operation Design principles.		
Prerequisite Comments:	This course is part of a 13-part series on the Best Methods discipline. You should consider reviewing all of the Best Methods courses, but the following courses are prerequisite courses before taking the *Applying the Principles of Operation Design* course: • Introduction to Best Methods • Best Methods: Principles of Operation Design		
Language:	English		

AssetID#: 1000003967

Course Title:	***Best Methods: Applying the Principles of Product and Service Design***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS233	**Proficiency:**	Basic
Abstract:	This course provides an opportunity to apply the Best Methods Product and Service Design Principle. This course includes a review of the principle as well as an activity for application practice.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course will equip you to apply the Product and Service Design Principle which is designed to reduce the time, effort, and materials needed to make a product or deliver a service to a customer. The course includes an activity for application practice.		
Learning Objectives:	After completing this course, you should be able to: • Identify the key strategies of the Product and Service Design principle. • Apply the Product and Service Design principle.		
Prerequisite Comments:	This course is part of a 13-part series on the Best Methods discipline. You should consider reviewing all of the Best Methods courses, but the following courses are prerequisite courses before taking the *Applying the Principles of Product/Service Design* course: • Introduction to Best Methods • Best Methods: Principles of Product/Service Design		
Language:	English		

AssetID#: 1000004379

Course Title:	***Best Methods: Applying the Principles of Human Elements***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS234	**Proficiency:**	Basic
Abstract:	This course provides an opportunity to apply the Best Methods Human Element Principles; Identify Ergonomics and Plan for Safety. This course includes a review of the principles as well as an activity for application practice.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course will equip you to apply the Principles of Human Elements which are designed to make work easier on the body and reduce the chance of hazards in the work area. The course includes an activity for application practice.		
Learning Objectives:	After completing this course, you should be able to: • Identify the key strategies of the Identify Ergonomics principle. • Identify the key strategies of the Plan for Safety principle. • Apply the Human Element principles.		
Prerequisite Comments:	This course is part of a 13-part series on the Best Methods discipline. You should consider reviewing all of the Best Methods courses, but the following courses are prerequisite courses before taking the *Applying the Principles of Human Elements* course: • Introduction to Best Methods • Best Methods: Principles of Human Elements		
Language:	English		

AssetID#: 1000003818

Course Title:	***Best Methods: Applying the Principles of Quality***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS235	**Proficiency:**	Basic
Abstract:	This course provides an opportunity to apply the Best Methods Quality Principles; Build Quality In and Mistake Proof. This course includes a review of the principles as well as an activity for application practice.		
Description:	Best Methods is one of three disciplines that build upon the 5-S foundation to make up the Lean Workplace Series within the Workforce Performance Model. There are ten principles of Best Methods, and this course will equip you to apply the Principles of Quality which ensure that products and services meet customer expectations and are free from defects. The course includes an activity for application practice.		
Learning Objectives:	After completing this course, you should be able to: • Identify the key strategies of the Build Quality In principle. • Identify the key strategies of the Mistake Proof principle. • Apply the Principles of Quality.		
Prerequisite Comments:	This course is part of a 13-part series on the Best Methods discipline. You should consider reviewing all of the Best Methods courses, but the following courses are prerequisite courses before taking the *Applying the Principles of Quality* course: • Introduction to Best Methods • Best Methods: Principles of Quality		
Language:	English		

AssetID#: 1000004052

Course Title:	***Document and Discover the Current Method***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	LWS236	**Proficiency:**	Basic
Abstract:	This course provides an overview of several strategies to document and discover the current method being used to perform a task. The course offers strategies for capturing the current method, analyzing the method, and defining the problems that are uncovered as a result of your analysis.		
Description:	The first step to making the transition from many variable methods to one best method begins with documenting and discovering the current methods being used to perform the task. By capturing, defining, and analyzing the different methods being used to perform a task, along with the reasons for the variations, you are able to set a baseline for measurement and improvement.		
Learning Objectives:	After completing this course, you should be able to: • Document the method that is currently being used to perform the task. • Analyze the steps in the task. • Define the problems that are uncovered as a result of analyzing the method.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000009847

Course Title:	***Generate Best Methods Improvement Ideas***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	LWS237	**Proficiency:**	Basic
Abstract:	This course provides an overview of several strategies to generate improvement ideas in pursuit of the best method. The course explains the importance of using a structured process such as a systematic or creative approach to generate improvement ideas. In addition, this course also addresses planning and executing idea implementation.		
Description:	Using a structured process to generate improvement ideas provides a framework and coordinates the efforts of a team by capturing varied perspectives. A structured process also keeps you from overlooking any ideas and even stimulates new and better ideas. This course addresses two types of structured processes; the systematic approach and the creative approach. This course also addresses planning and executing idea implementation.		
Learning Objectives:	After completing this course, you should be able to: • Use a systematic approach to generate method improvement ideas. • Use a creative approach to generate method improvement ideas. • Implement the method improvement ideas.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 13-part course series on the Best Methods discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000009848

Setup Reduction

Course Title:	***Introduction to Setup Reduction***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS300	**Proficiency:**	Basic
Abstract:	To survive in today's market, it is necessary to focus on the customer and quickly produce products or deliver services that are in demand. Part of this quick production or delivery is the reduction or elimination of setup tasks. This course provides an overview of the setup reduction process.		
Description:	Setup reduction is a strategy used to study setups and find ways to successfully change from one productive activity to another with the minimum amount of downtime. Reducing setup is not just a matter of improving the setup; it is a matter of finding new ways to reduce the time the setup tasks take. While everyone knows that setup reduction is necessary, many companies just don't know how to start. This course provides an overview of the strategies that you can implement to get your setup reduction process going.		
Learning Objectives:	After completing this course, you should be able to: • Identify common setup activities. • Identify problems that can result from a poor setup. • Define Setup Reduction. • List the steps of the Setup Reduction process. • Describe the benefits of reducing setup time.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Setup Reduction discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006662

Course Title:	***Setup Reduction: Prepare for Setup Reduction***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS310	**Proficiency:**	Basic
Abstract:	Preparing for the setup reduction is an important first step to the setup reduction process. By organizing the setup reduction effort and capturing what is currently happening in the setup activity, managers have a clear measurement of the 'before' scenario that they can measure against as they work toward improvement.		
Description:	Once you have identified a setup that is inefficient and requires improvement, you must first organize the setup reduction initiative in order to focus your improvement efforts and use your resources in the most effective way. With an organized setup reduction initiative in place, you can then plan how to capture the setup and determine how the setup occurs, providing insight into what is working and what is not. This course focuses on the first two steps of the Setup Reduction discipline; organize the setup reduction effort and capture the current setup.		
Learning Objectives:	After completing this course, you should be able to: • Organize the setup reduction effort. • Capture the current setup.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Setup Reduction discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006624

Course Title:	***Setup Reduction: Reduce Setup Time***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS311	**Proficiency:**	Basic
Abstract:	The Setup Reduction approach involves five steps. This course focuses exclusively on the third and fourth steps; separate preparation activities from execution activities and reduce execution time. These two steps are designed to help managers and associates identify both preparation and execution activities and reduce necessary downtime.		
Description:	Once a setup reduction effort is organized and planned, and the current setup is captured and understood, the next two steps focus on analyzing and improving that setup activity. This course focuses exclusively on the third and fourth steps of the Setup Reduction discipline; separate preparation activities from execution activities and reduce execution time. By separating setup preparation activities from setup execution activities, and then focusing on minimizing the setup execution time, managers are able to ensure that the downtime between productive activities is minimized.		
Learning Objectives:	After completing this course, you should be able to: • Separate setup preparation activities from setup execution activities. • Reduce setup execution time.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Setup Reduction discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006653

Course Title:	***Setup Reduction: Implement the Revised Setup***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS312	**Proficiency:**	Basic
Abstract:	The Setup Reduction approach involves five steps. This course focuses exclusively on the final step; implement the revised setup. This step is designed to help managers and associates ensure that the setup reduction effort is successful and that the benefits are realized.		
Description:	Preparing for the implementation of the revised setup is every bit as important as preparing for the overall setup reduction endeavor. Careful planning and implementation will reduce errors, improve the quality of products produced or services provided, and provide a safe working environment. This course focuses exclusively on the fifth and final step of the Setup Reduction discipline, which is to implement the revised setup.		
Learning Objectives:	After completing this course, you should be able to: • Document the new setup procedure. • Train associates and all affected individuals on the details of the new setup procedure. • Conduct trials on the new setup procedure to ensure that the outcome is as expected. • Describe how to 'go live' with the revised setup. • Measure the success of the setup reduction effort. • Communicate the results of the setup reduction effort. • Recognize contributions and celebrate success.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Setup Reduction discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006659

Course Title:	***Applying the Principles of Setup Reduction***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	1.0
Course No:	LWS330	**Proficiency:**	Basic
Abstract:	Setup Reduction involves organizing the setup reduction effort, capturing the current setup, separating preparation activities from execution activities, reducing setup execution time, and implementing the revised setup procedures. In this course you will apply the setup reduction process to a real-life scenario.		
Description:	In this course, you will apply the five steps of the Setup Reduction approach as you follow the events at a local carnival as they strive to reduce their setup time. You will have the opportunity to organize the setup reduction effort, capture the current setup, separate preparation activities from execution activities, reduce setup execution time, and implement the revised setup procedures.		
Learning Objectives:	After completing this course, you should be able to: • Organize the setup reduction effort. • Capture the current setup. • Separate preparation activities from execution activities. • Reduce setup execution time. • Implement the revised setup procedures.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Setup Reduction discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006661

Work Flow Design

Course Title:	***Introduction to Work Flow Design***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS400	**Proficiency:**	Basic
Abstract:	This course provides a basic understanding and appreciation of the Work Flow Design discipline		
Description:	Organizations are under increasing pressure to respond to customer demand more quickly and to meet customer requirements more specifically. If one organization cannot deliver what a customer needs at the point when they need it, someone else will. This is why the flow of work, not just the work itself, is critically important and has become an area of focus for many companies. Producing a good product or delivering an important service is not enough. The products and services must deliver what is needed, without delay. This course introduces the Work Flow Design discipline. It describes how this discipline offers ways to analyze and improve the work flow. This course also describes how the Work Flow Design discipline can help an organization focus on the flow of work to reduce the time required to get its product to the customer and to improve its flexibility in meeting the customer's specific needs.		
Learning Objectives:	After completing this course, you should be able to: • Define work flow. • Identify issues that are created with handoffs between operations. • Describe the Work Flow Design discipline. • Distinguish Work Flow Design from Best Methods. • Describe the three steps in analyzing the work flow. • Recognize the six types of design solutions that can be used to design the improved work flow. • Describe the implementation and continuous improvement of work flow. • List the benefits of the Work Flow Design discipline.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000007045

Course Title:	***Principles of Work Flow Design: Analyze the Current Work Flow***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS410	**Proficiency:**	Basic
Abstract:	This course provides an introduction to the first component of the Work Flow Design approach, which is to analyze the current work flow. The course provides an overview of the process to analyze the current work flow as well as an overview of commonly found work flow impediments.		
Description:	In this course you will investigate the first component of the Work Flow Design approach, which is to analyze the current work flow. You will recognize the importance of analyzing the current work flow, specify the process to complete the analysis, and describe the categories of work flow impediments.		
Learning Objectives:	After completing this course, you should be able to: • Articulate the process to analyze the current work flow. • Identify flow impediments.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006785

Course Title:	***Principles of Work Flow Design: Design the New Work Flow***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS411	**Proficiency:**	Basic
Abstract:	This course provides an introduction to the second component of the Work Flow Design approach, which is to design the new work flow. The course provides an overview of each of the six design strategies.		
Description:	In this course you will investigate the second component of the Work Flow Design approach, which is to design the new work flow. You will identify the six categories of design strategies and describe how each is used to improve work flow.		
Learning Objectives:	After completing this course, you will be able to describe how each of the six design strategies can improve work flow: • Balance the work flow • Modify the layout or process • Adapt for flexibility • Implement visual systems • Change the way material and information are presented • Design to meet customer demand		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006812

Course Title:	***Work Flow Design Application: Tools to Analyze the Current Work Flow***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.75
Course No:	LWS430	**Proficiency:**	Basic
Abstract:	This course focuses exclusively on using tools to capture the current work flow, identify flow impediments, and prioritize the flow impediments that should be addressed. These tools include the value stream map, process flow chart, prioritization matrix, and critical path analysis.		
Description:	In this course, you will investigate how to analyze the current state of a work flow and identify flow impediments by using value stream mapping and process flow charting. The value stream map provides a broader view of the work flow by analyzing the entire flow of work used to bring a product or service to the customer. The process flow chart provides a narrower view, analyzing a single process by breaking down the activities into categories. You will also review two tools that enable you to prioritize the flow impediments. These tools include the prioritization matrix and critical path analysis. The prioritization matrix compares flow impediments based on their impact on the flow and the risk involved in implementing the solution. The critical path analysis enables you to identify which flow of work path dictates the production response time so that you can focus efforts on improving that path.		
Learning Objectives:	After completing this course, you should be able to: • Analyze the entire work flow and identify flow impediments by using a *value stream map*. • Analyze a process and identify flow impediments by using a *process flow chart*. • Prioritize flow impediments by using a prioritization matrix and critical path analysis.		
Prerequisite Comments:	You should consider reviewing all of the Work Flow Design courses, but the following courses are prerequisite courses before taking the Work Flow Design: Change the Way Materials and Information are Presented. • Principles of Work Flow Design: Analyze the Work Flow		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000007021

Course Title:	***Work Flow Design: Balance the Work Flow***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	1.0
Course No:	LWS431	**Proficiency:**	Basic
Abstract:	Balancing the work flow is one of the six Work Flow Design discipline design solutions. This course focuses on the symptoms that indicate a need for balancing the work flow, as well as the principles and strategies used to implement this design solution.		
Description:	The Work Flow Design discipline of the Workforce Performance Model improves how work flows through a process. This discipline balances the work, improves the handoffs between operations, and minimizes non-value-added activities. In the analysis phase of work flow design, you gain insights into where the work flow is impeded or inefficient. If you uncover excessive labor imbalances and bottlenecks, you should consider the design solution of balancing the work flow. Three fundamental strategies will be covered in this course to guide you on how to balance the work flow.		
Learning Objectives:	After completing this course, you should be able to: • List the steps to balance the work flow. • Apply the strategy of shifting resources or work. • Apply the strategy of adding or removing resources. • Apply the strategy of adjusting inventory.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006955

Course Title:	***Work Flow Design: Modify the Layout or Process***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	1.0
Course No:	LWS432	**Proficiency:**	Basic
Abstract:	This course provides practical strategies for creating an improved work flow design by modifying the layout or the process. It addresses the symptoms that indicate a need for this design solution as well as the principles for modifying the layout or process that lead to an improved workflow.		
Description:	The Work Flow Design discipline of the Workforce Performance Model improves how work flows through a process. It balances the work, improves the hand-offs between operations and minimizes non-value added activities. In the analysis phase of work flow design, you gain insights into where the work flow is impeded or inefficient. In the design phase, certain work flow issues, like excessive walking or unnecessary activities can be addressed by modifying the layout or the process. Five principles guide how to modify the layout or process to effectively improve the work flow of a process.		
Learning Objectives:	After completing this course, you should be able to: • Describe the purpose for modifying the layout and process. • Modify a layout or process to improve work flow.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006956

Course Title:	***Work Flow Design: Adapt for Flexibility***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.25
Course No:	LWS433	**Proficiency:**	Basic
Abstract:	This course reviews a work flow design solution that identifies ways to adapt for flexibility to accommodate changing process needs.		
Description:	This course provides practical strategies for creating an adaptable work flow design. It addresses the importance of this design solution as well as the principles for adapting for flexibility that lead to an improved work flow.		
Learning Objectives:	After completing this course, you should be able to: • Define the design solution of adapt for flexibility. • Describe how to make work areas adaptable. • List the strategies that make equipment adaptable. • Identify ways to enable the workforce to be adaptable.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006995

Course Title:	***Work Flow Design: Implement Visual Systems***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS434	**Proficiency:**	Basic
Abstract:	The Work Flow Design discipline contains six design solutions. This course focuses on the symptoms that indicate a need for implementing visual systems, as well as the principles and strategies used to implement visual systems throughout a work flow.		
Description:	The Work Flow Design discipline of the Workforce Performance Model improves how work flows through a process. It balances the work, improves the hand-offs between operations and minimizes non-value added activities. In the analysis phase of work flow design, you gain insights into where the work flow is impeded or inefficient. In the design phase, certain work flow issues, like confusion and delays can be addressed by implementing visual systems. Four principles guide how to implement this design solution.		
Learning Objectives:	After completing this course, you should be able to: • Define the design solution of implementing visual systems. • Identify work flow issues that are addressed by implementing visual systems. • Describe what types of information might be communicated with the help of visual systems. • Describe the four principles of visual systems. • Explain what must be considered before implementing visual systems.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000006996

Course Title:	***Work Flow Design: Change the Way Materials and Information are Presented***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.25
Course No:	LWS435	**Proficiency:**	Basic
Abstract:	The Work Flow Design discipline contains six design solutions. This course focuses on the symptoms that indicate a need for changing the way materials and information are presented throughout a work flow, as well as the principles and strategies used to change the way materials and information are presented to improve the work flow.		
Description:	The Work Flow Design discipline of the Workforce Performance Model improves how work flows through a process. It balances the work, improves the hand-offs between operations, and minimizes non-value-added activities. In the analysis phase of work flow design, you gain insights into where the work flow is impeded or inefficient. In the design phase, certain work flow issues such as excessive travel, delays, and errors can be addressed by changing the way materials and information are presented. Four principles guide how to implement this design solution.		
Learning Objectives:	After completing this course, you should be able to: • Define the design solution of changing the way materials and information are presented. • Distinguish between material handoff and information handoff. • Identify work flow issues that are addressed by changing the way materials and information are presented. • Describe the four principles of handing off materials and information. • List the things to consider before changing the way materials and information are presented.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000007013

Course Title:	***Work Flow Design: Design to Meet Customer Demand***		
Curriculum Area:	Lean Workplace		
Course Type:	Online Self-Study	**Length (hours):**	0.5
Course No:	LWS436	**Proficiency:**	Basic
Abstract:	This course provides practical strategies for designing to meet customer demand. The Work Flow Design discipline contains six design solutions, and this course focuses on the symptoms that indicate a need for designing to meet customer demand, as well as the principles and strategies used to implement this design solution.		
Description:	The Work Flow Design discipline of the Workforce Performance Model improves how work flows through a process. It balances the work, improves the hand-offs between operations and minimizes non-value added activities. In the analysis phase of work flow design, you gain insights into where the work flow is impeded or inefficient. In the design phase, certain work flow issues, like excessive inventory or producing too much of the *wrong* inventory can be addressed by designing the process to meet customer demand. Five principles guide how to implement this design solution, including the use of kanbans to control inventory.		
Learning Objectives:	After completing this course, you should be able to: • Define the purpose for designing the work flow to meet customer demand. • Design an improved work flow to meet customer demand.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 10-part course series on the Work Flow Design discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000007009

Standard Work Series

Engineered Standards

Course Title:	***Engineered Standards: Principles of an Engineered Standards Development Effort***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS300	**Proficiency:**	Basic
Abstract:	This course identifies the underlying components that make an engineered standards development effort successful. It also outlines the methodology of developing engineered standards, which ensures that the standards are complete and accurate, with nothing overlooked.		
Description:	Launching an engineered standards development effort is a significant undertaking. The success of any major initiative relies on the thoughtful application of key components such as management support, communication, and training. In addition, navigating through the development effort is best done by using a proven methodology that guides you through first determining the scope of the initiative before defining best methods and measuring the work. This course will introduce you to the key components necessary to ensure that the engineered standards development effort is successful along with the methodology to move through the development process.		
Learning Objectives:	After completing this course, you should be able to: • Identify the key components of launching a successful engineered standards development effort. • Describe the methodology used during the engineered standards development process.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000008879

Course Title:	***Engineered Standards: Beginning an Engineered Standards Development Effort***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS301	**Proficiency:**	Basic
Abstract:	This course addresses the first two steps in the engineered standards development methodology, which are to define the scope and select a development approach. These two steps prepare you for actual analysis and measurement of the standards, and are critical to the success of the overall initiative.		
Description:	This course provides an overview of the considerations that are part of defining scope, including understanding the intended purpose, extent, and content of the standards. After the scope is established, you can select an approach for generating the standards. This course provides an explanation of the three approaches: direct measurement, standard data, and benchmark standards. Understanding the scope of the initiative directly impacts the selection of the standards development approach.		
Learning Objectives:	After completing this course, you should be able to: • Define the scope of the engineered standards development effort. • Select a development approach based on the scope of the effort.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000008880

Course Title:	***Engineered Standards: The Direct Measurement Approach***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	SWS302	**Proficiency:**	Basic
Abstract:	This course provides an overview of the direct measurement approach to developing engineered standards. It will help you understand the advantages and disadvantages of applying the direct measurement approach, and identify the situations that are best suited for direct measurement.		
Description:	Direct measurement is the most precise and detailed of the engineered standards development approaches. After you have defined your scope, you are able to determine which development approach is best for your goals and objectives. In this course, you will investigate the characteristics and methodology of the direct measurement approach, and describe situations in which direct measurement would be the best approach for generating standards.		
Learning Objectives:	After completing this course, you should be able to: • Define the direct measurement approach. • Determine when to select the direct measurement approach. • List the steps of the direct measurement methodology. • Describe the advantages of the direct measurement approach. • Describe the disadvantages of the direct measurement approach.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000008959

Course Title:	***Engineered Standards: The Standard Data Approach***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS303	**Proficiency:**	Basic
Abstract:	This course provides an overview of the standard data approach to developing engineered standards. It will help you understand the advantages and disadvantages of applying the standard data approach, and identify the situations that are best suited for standard data.		
Description:	Of the three fundamental standards development approaches, standard data is the most commonly used, and focuses on reusing and optimizing the analyses of common work activities. After you have defined your scope, you are able to determine which development approach is best for your goals and objectives. In this course, you will investigate the characteristics and methodology of the standard data approach, and describe situations in which standard data would be the best approach for generating standards. This course focuses on the top-down methodology of generating standards using the standard data approach.		
Learning Objectives:	After completing this course, you should be able to: • Define the standard data approach and how it is used. • Describe the methodology of the top-down standard data approach.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000008960

Course Title:	***Engineered Standards: The Benchmark Standards Approach***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	SWS304	**Proficiency:**	Basic
Abstract:	This course provides an overview of the benchmark standards approach to developing engineered standards. It will help you understand the advantages and disadvantages of applying the benchmark standards approach, and identify the situations that are best suited for benchmark standards.		
Description:	Of the three fundamental standards development approaches, benchmark standards is the most general and high-level, working well in environments of long cycle times and high degrees of variation and complexity. After you have defined the scope of your engineered standards project, you are able to determine which development approach is best for your goals and objectives. In this course, you will investigate the characteristics and methodology of the benchmark standards approach, and describe situations in which using benchmark standards would be the best approach for standards generation.		
Learning Objectives:	After completing this course, you should be able to: • Define the benchmark standards approach. • Determine when to select the benchmark standards approach. • Describe the methodology for using the benchmark standards approach. • Describe the advantages to using the benchmark standards approach. • Describe the disadvantages to using the benchmark standards approach.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization..		

AssetID#: 1000008971

Course Title:	***Engineered Standards: Top-Down Standard Data Methodology: Preparation Steps***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	SWS310	**Proficiency:**	Basic
Abstract:	This course provides the methodology for the first three steps of the top-down standard data methodology. These three steps prepare you for standard data development and work measurement by ensuring that nothing is overlooked and that the process is methodical and efficient.		
Description:	This course provides a step-by-step explanation of the methodology for determining the top, as well as conducting an application analysis and performing an application analysis when using the top-down standard data approach to generating standards. The first step in this approach is to determine the top. When you determine the top, you define what work tasks will be included in the standards development project. The next step in the process is to conduct an activity analysis, where you begin to understand the similarities and differences that exist among work tasks, and categorizing those work tasks into activity types. The third step is to perform an application analysis, which allows you to generate mock standards and consider which application tools will best serve you as you generate and maintain your sub-operations and standards. Completing these first three steps will prepare you to complete a standard data analysis and measure the work.		
Learning Objectives:	After completing this course, you should be able to: • Determine the top of a standard data project. • Conduct an activity analysis for all the work tasks in the top. • Perform an application analysis to determine the best way to manage the standards.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009114

Course Title:	***Engineered Standards: Top-Down Standard Data Methodology: Execution Steps***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	SWS311	**Proficiency:**	Basic
Abstract:	This course provides the methodology for the final two steps of the top-down standard data methodology. These steps will allow you to define the process for developing elements and sub-operations, and then capture both manual and process times.		
Description:	This course provides an explanation of the methodology for completing a standard data analysis as well as completing work measurement. The center of the top-down standard data methodology occurs within the standard data analysis, where sub-operations are generated as a result of developing organized and categorized elements. This course describes how to determine the correct amount of sub-operations to populate your standard data database. In addition, this course provides an explanation for how to measure manual work as well as machine-controlled work, to assign a time to each sub-operation. Once the sub-operations are established, you are ready to generate standards.		
Learning Objectives:	After completing this course, you should be able to: • Develop a list of elements from the identified work tasks. • Develop sub-operations from the identified elements. • Measure the work.		
Prerequisite Comments:	Engineered Standards: Top-Down Standard Data Methodology: Preparation Steps is a prerequisite course for the Execution Steps course.		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009159

Course Title:	***Engineered Standards: Determining Accuracy Requirements***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	SWS305	**Proficiency:**	Basic
Abstract:	This course provides an overview on how your requirements for accuracy, detail, and precision can influence your engineered standards development approach.		
Description:	There are three fundamental approaches to developing engineered standards: direct measurement, standard data, and benchmark standards. Different scope and accuracy requirements may dictate different needs, and therefore one approach may be more appropriate than another. In this course, you will determine how your requirements for accuracy, detail, and precision can impact your development approach selection.		
Learning Objectives:	After completing this course, you should be able to: • Define deviation. • Identify the required level of accuracy. • Determine the balancing period. • Distinguish between accuracy and precision • Describe the impact of required accuracy on selecting a development approach.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009102

Course Title:	***Engineered Standards: Using the Allowed Deviation Formula***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS309	**Proficiency:**	Basic
Abstract:	This course provides an overview on using the allowed deviation formula when developing engineered standards. There are two fundamental uses of the allowed deviation formula: conducting a tolerance test for time values, and generating statistical time slots for time values.		
Description:	When you are setting standards using the benchmark standards or standard data approach, the time values represent statistically accurate ranges of time. To determine what those ranges should be, you must apply the allowed deviation formula. This course outlines two fundamental uses of the formula – conducting a tolerance test for time values and generating statistical time slots for time values.		
Learning Objectives:	After completing this course, you should be able to: • Describe the uses of the allowed deviation formula. • Identify the variables of the allowed deviation formula. • Conduct a tolerance test for a time value. • Determine the range of a time slot from a benchmark table.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009263

Course Title:	***Engineered Standards: Validating and Maintaining Engineered Standards***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS306	**Proficiency:**	Basic
Abstract:	This course provides an overview on the final two steps in the engineered standards development methodology. Validating the standards ensures that they are consistent, accurate, and easy to use. Maintaining the standards ensures that you receive a long-term return on your investment.		
Description:	After investing significant time to develop your engineered standards, it is critically important to validate them for consistency, accuracy, and ease of use before implementing them. In this way, you have the opportunity to 'test' the standards before putting them into use. In this course, you will explore method, time, and application validation. Additionally, you will explore the methodology for maintaining the standards over time to proactively ensure they remain credible, useful, and accurate.		
Learning Objectives:	After completing this course, you should be able to: • Define the process for validating engineered standards. • Identify guidelines for maintaining engineered standards.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000008989

Course Title:	***Engineered Standards: Method Validation***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	SWS307	**Proficiency:**	Basic
Abstract:	This course provides an overview of conducting a method validation for engineered standards. It will help you understand the procedure of selecting standards for method validation, preparing for the validation, performing the validation, and then evaluating the results of the validation.		
Description:	Regardless of the approach you selected to develop your engineered standards, validating the accuracy of the documented method must be done before the standards can be used in the workplace. This course describes what must be done to select the standards that will require method validation, as well as how to prepare for and perform the validation and evaluate the results.		
Learning Objectives:	After completing this course, you should be able to: • Identify the standards that require method validation. • Apply the Pareto principle. • Prepare for method validation. • Perform the method validation. • Evaluate the results of method validation.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009176

Course Title:	***Engineered Standards: Time Validation***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	SWS308	**Proficiency:**	Basic
Abstract:	This course provides an overview of how to conduct time validation for engineered standards. It will help you prepare for time validation and describe the process of performing time validation.		
Description:	Regardless of the approach you selected to develop your engineered standards, validating the accuracy of the measured time must be done before the standards can be used in the workplace. This course describes what must be done to prepare for and perform time validation, along with evaluating the results. Conducting time validation is very similar to conducting a traditional stopwatch time study. It is recommended that you have a thorough understanding of time study before taking this course.		
Learning Objectives:	After completing this course, you should be able to: • Prepare for time validation. • Perform time validation.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009207

Course Title:	***Engineered Standards: Determining Allowance Time***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS312	**Proficiency:**	Basic
Abstract:	This course provides an overview of how allowances are used in engineered standards. Regardless of the standards development approach that you select, allowances must be applied to the normal time to account for personal time, rest time, and minor unavoidable delays that occur throughout a shift.		
Description:	Standards are developed so that the time and the method to perform the work is defined. To fully understand how long a specific task will take, standards include considerations for personal time, rest time, and minor unavoidable delays through the application of allowances. This course provides an overview of the role of allowances in engineered standards, as well as an explanation of how they are developed.		
Learning Objectives:	After completing this course, you should be able to: • Identify the components of allowances. • Describe how allowances are calculated.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009249

Course Title:	***Engineered Standards: Applying the Standard Data Development Approach***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	SWS313	**Proficiency:**	Basic
Abstract:	Generating and implementing engineered standards using the standard data approach involves careful planning, following a proven methodology, and integrating the standards into the everyday flow of the workplace. This course will apply the standard data approach of generating engineered standards to a real-life scenario.		
Description:	In this course, you will apply the standard data approach to generating engineered standards as you examine the work that occurs at a local hotel. You will have the opportunity to plan for the standards development project, apply the top-down methodology for developing standards, and validate and implement the standards in the workplace.		
Learning Objectives:	After completing this course, you should be able to: • Plan and prepare for the standards development project. • Apply the top-down standard data methodology. • Implement and maintain the standards in the workplace.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a series of courses on the Engineered Standards discipline. It is recommended that you review all courses for this discipline to determine which ones are applicable for your organization.		

AssetID#: 1000009346

Course Title:	***Creating Engineered Standards: Three Development Approaches – Recorded Webinar***		
Curriculum Area:	Standard Work		
Course Type:	Recorded Webinar	**Length (hours):**	1.0
Course No:	SWS900	**Proficiency:**	Basic
Abstract:	This recorded webinar introduces the learner to engineered standards and components as well as the three approaches to develop engineered standards: direct measurement, standard data, and benchmark standards. This course also introduces the learner to several work measurement techniques.		
Description:	Accurate engineered standards allow you to plan, staff, cost, and establish goals. There are three common approaches to developing engineered standards: direct measurement, standard data, and benchmark standards. Each development approach exhibits pros and cons and needs to be critically examined to meet the needs of your company. This course will introduce you to engineered standards, define the three approaches, and identify several work measurement techniques.		
Learning Objectives:	After completing this course, you should be able to: • Describe an engineered standard and components. • Define the three development approaches: direct measurement, standard data, and benchmark standards. • Identify common work measurement techniques.		
Prerequisite Comments:	None		
Language:	English		

AssetID#: 1000007464

Course Title:	***Creating Engineered Standards: Three Development Approaches – Audiocast***		
Curriculum Area:	Standard Work		
Course Type:	Recorded Audiocast	**Length (hours):**	1.0
Course No:	SWS900	**Proficiency:**	Basic
Abstract:	This audio course introduces the learner to engineered standards and components as well as the three approaches to develop engineered standards: direct measurement, standard data, and benchmark standards. This course also introduces the learner to several work measurement techniques.		
Description:	Accurate engineered standards allow you to plan, staff, cost, and establish goals. There are three common approaches to developing engineered standards: direct measurement, standard data, and benchmark standards. Each development approach exhibits pros and cons and needs to be critically examined to meet the needs of your company. This course will introduce you to engineered standards, define the three approaches, and identify several work measurement techniques.		
Learning Objectives:	After completing this course, you should be able to: • Describe an engineered standard and components. • Define the three development approaches: direct measurement, standard data, and benchmark standards. • Identify common work measurement techniques.		
Prerequisite Comments:	None		
Language:	English		

AssetID#: 1000007633

Course Title:	***Using Software Tools to Create, Store, and Manage Engineered Standards – Recorded Webinar***		
Curriculum Area:	Standard Work		
Course Type:	Recorded Webinar	**Length (hours):**	1.0
Course No:	SWS901	**Proficiency:**	Basic
Abstract:	This recorded webinar introduces the learner to the concept of engineered standards and reviews two software tools that are used to create, store, and manage engineered standards.		
Description:	Engineered standards are critical to many organizations as the basis for planning, staffing, costing, and managing performance. However, many times organizations face a challenge in identifying the best way to create, store, and manage engineered standards. Software tools can be used to efficiently create MOST analyses and manage engineered standards data, allowing organizations to save time and money while managing these tasks.		
Learning Objectives:	After completing this course, you should be able to: • Identify the purpose of engineered standards and the three common development approaches. • Store and manage MOST analyses using a web-based tool. • Build engineered standards using a software tool.		
Prerequisite Comments:	None		
Language:	English		

AssetID#: 1000008497

Course Title:	***Using Software Tools to Create, Store, and Manage Engineered Standards – Audiocast***		
Curriculum Area:	Standard Work		
Course Type:	Recorded Audiocast	**Length (hours):**	1.0
Course No:	SWS901	**Proficiency:**	Basic
Abstract:	This audio course introduces the learner to the concept of engineered standards and reviews two software tools that are used to create, store, and manage engineered standards.		
Description:	Engineered standards are critical to many organizations as the basis for planning, staffing, costing, and managing performance. However, many times organizations face a challenge in identifying the best way to create, store, and manage engineered standards. Software tools can be used to efficiently create MOST analyses and manage engineered standards data, allowing organizations to save time and money while managing these tasks.		
Learning Objectives:	After completing this course, you should be able to: • Identify the purpose of engineered standards and the three common development approaches. • Store and manage MOST analyses using a web-based tool. • Build engineered standards using a software tool.		
Prerequisite Comments:	None		
Language:	English		

AssetID#: 1000008498

Course Title:	***Creating Standard Data Using MOST – Recorded Webinar***		
Curriculum Area:	Standard Work		
Course Type:	Recorded Webinar	**Length (hours):**	1.0
Course No:	SWS910	**Proficiency:**	Basic
Description:	After becoming MOST certified, it's often difficult to know where to begin. Should you divide all of the work into departments and just start measuring? What if the work overlaps? A MOST analysis is just one aspect of the process to create engineered standards. In this recorded webinar, you'll identify the three main approaches to standards development and the process of turning MOST sequence models into usable standard data.		
Prerequisite Comments:	None		
Language:	English		

AssetID#: 1000012389

Course Title:	***Introduction to Standards***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	SWS200	**Proficiency:**	Basic
Abstract:	An overview course introducing the benefits and components of standards.		
Description:	Before learning any type of work measurement technique, it is imperative to understand the components and uses of standards. This course describes the components of a standard as well as the difference between a work standard and an engineered standard. The course also introduces the activities that should not be included in a standard.		
Learning Objectives:	After completing this course, you should be able to: • Describe what a standard is and how it is used. • Define an engineered standard. • Identify the components of standard time. • Recognize what activities are typically not included in a standard.		
Prerequisite Comments:			
Language:	English		
Comments:	This course can be taken in conjunction with the courses listed below for an appreciation level of understanding of the MOST Work Measurement System. • Introduction to MOST • Introduction to General Move • Introduction to Controlled Move • Introduction to Tool Use • Introduction to Equipment Use • MOST Theory		

AssetID#: 1000004237

Course Title:	***Introduction to Time Study***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	SWS202	**Proficiency:**	Basic
Abstract:	This course provides an introduction to the time study work measurement technique by following an example through the six step process required to create an accurate standard.		
Description:	Time study is a work measurement technique that uses a stopwatch or other electronic timing device to measure a statistically significant number of observations in order to establish the time required to perform a task. Performance rating is used to level the time for an average worker. This course presents the time study process using an example which illustrates the use of the six steps in creating an accurate standard.		
Learning Objectives:	After completing this course, you should be able to: • Define the purpose for time study and understand how to prepare for a time study. • Explain the steps involved in conducting the time study. • Explain why performance rating is necessary in the time study process. • Recognize why allowances and frequency are factored into the standard time calculation.		
Prerequisite Comments:	None		
Language:	English		

AssetID#: 1000005534

Course Title:	***Introduction to MOST***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	SWS201	**Proficiency:**	Basic
Abstract:	This course provides an introduction to the MOST Work Measurement Technique, the systems within MOST and the essential components of a BasicMOST analysis.		
Description:	This course provides the introduction to BasicMOST, MiniMOST and MaxiMOST and highlights which system is used for different activities. MOST is based on the movement of objects and uses predefined sequence models to document the activities for an operation. This course introduces the learner to the overall structure of a method description, sequence model, parameters and index values. The course also documents the time measurement units used in MOST and the corresponding conversion to seconds, minutes or hours.		
Learning Objectives:	After completing this course, you should be able to: • Describe the foundation of MOST. • Identify the components of a MOST analysis. • Calculate the time in TMU for a MOST analysis.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course can be taken in conjunction with the courses listed below for an appreciation level of understanding of the MOST Work Measurement System. • Introduction to Standards • Introduction to General Move • Introduction to Controlled Move • Introduction to Tool Use • Introduction to Equipment Use • MOST Theory		

AssetID#: 1000004238

Course Title:	***Introduction to General Move***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	MCP300	**Proficiency:**	Basic
Abstract:	An overview course introducing the General Move Sequence Model as a foundational component of the BasicMOST system.		
Description:	This course introduces the first sequence model in the BasicMOST system; General Move. The course defines what a General Move consists of and provides several illustrations and examples of General Moves in the workplace.		
Learning Objectives:	After completing this course, you should be able to: • Define General Move. • Identify the phases of the General Move Sequence Model. • Define the parameters of the General Move Sequence Model. • Calculate TMU for a General Move Sequence Model.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course can be taken in conjunction with the courses listed below for an appreciation level of understanding of the MOST Work Measurement System. • Introduction to Standards • Introduction to MOST • Introduction to Controlled Move • Introduction to Tool Use • Introduction to Equipment Use • MOST Theory		

AssetID#: 1000004239

Course Title:	***Introduction to Controlled Move***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	MCP309	**Proficiency:**	Basic
Abstract:	An overview course introducing the Controlled Move Sequence Model as an essential component of the BasicMOST system.		
Description:	This course introduces the Controlled Move Sequence Model in the BasicMOST system. The course defines the components of a Controlled Move and provides several illustrations and examples of Controlled Moves in the workplace.		
Learning Objectives:	After completing this course, you should be able to: • Define Controlled Move. • Identify the phases of the Controlled Move Sequence Model. • Define the parameters of the Controlled Move Sequence Model.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course can be taken in conjunction with the courses listed below for an appreciation level of understanding of the MOST Work Measurement System. • Introduction to Standards • Introduction to MOST • Introduction to General Move • Introduction to Tool Use • Introduction to Equipment Use • MOST Theory		

AssetID#: 1000004247

Course Title:	***Introduction to Tool Use***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	MCP316	**Proficiency:**	Basic
Abstract:	An overview course introducing the Tool Use Sequence Model as an essential component of the BasicMOST system.		
Description:	This course introduces the Tool Use Sequence Model in the BasicMOST system. The course defines the components of a Tool Use and provides several illustrations and examples of Tool Use in the workplace.		
Learning Objectives:	After completing this course, you should be able to: • Define Tool Use. • Identify the phases of the Tool Use Sequence Model. • Define the parameters of the Tool Use Sequence Model.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course can be taken in conjunction with the courses listed below for an appreciation level of understanding of the MOST Work Measurement System. • Introduction to Standards • Introduction to MOST • Introduction to General Move • Introduction to Controlled Move • Introduction to Equipment Use • MOST Theory		

AssetID#: 1000004254

Course Title:	***Introduction to Equipment Use***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	MCP332	**Proficiency:**	Basic
Abstract:	An overview course introducing the Equipment Use Sequence Model as an essential component of the BasicMOST system.		
Description:	This course introduces the Equipment Use Sequence Model in the BasicMOST system. The course defines the components of Equipment Use and provides several illustrations and examples of Equipment Use in the workplace.		
Learning Objectives:	After completing this course, you should be able to: • Define Equipment Use. • Identify the phases of the Equipment Use Sequence Model. • Define the parameters of the Equipment Use Sequence Model.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course can be taken in conjunction with the courses listed below for an appreciation level of understanding of the MOST Work Measurement System. • Introduction to Standards • Introduction to MOST • Introduction to General Move • Introduction to Controlled Move • Introduction to Tool Use • MOST Theory		

AssetID#: 1000004271

Course Title:	***MOST Theory***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	MCP339	**Proficiency:**	Basic
Abstract:	An overview course that explains why MOST is an accurate and proven system for measuring work.		
Description:	This course explains how the balancing effect allows the MOST Work Measurement System to be both easy to apply and accurate. The concept of balancing time is introduced to further explain how the balancing effect works among the MOST Systems.		
Learning Objectives:	After completing this course, you should be able to: • Describe why a Predetermined Motion Time System is an accurate way to measure work. • Define the balancing effect. • Define the balancing time. • Explain how the balancing effect and balancing time relate to the different MOST Systems.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course can be taken in conjunction with the courses listed below for an appreciation level of understanding of the MOST Work Measurement System. • Introduction to Standards • Introduction to MOST • Introduction to General Move • Introduction to Controlled Move • Introduction to Tool Use • Introduction to Equipment Use		

AssetID#: 1000004278

Course Title:	***MOST Certification Program***		
Curriculum Area:	Standard Work		
Course Type:	Compilation	**Length (hours):**	31.0
Course No:	MCP342	**Proficiency:**	Basic
Abstract:	This training course is broken into several short courses designed to provide you with a broad perspective of work measurement and teach you how to apply the BasicMOST work measurement system.		
Description:	The MOST Work Measurement Technique is a powerful tool used to develop the time it takes to perform a task. Knowing exactly how long it should take to complete work assignments assists management in defining labor requirements, planning and scheduling work, setting goals, determining labor costs, and establishing a baseline for continuous improvement. MOST can be applied in any industry and to any type of work for which a method can be defined and described. The MOST Work Measurement Technique is comprised of three MOST systems: BasicMOST, MiniMOST, and MaxiMOST. The BasicMOST (MOST) System is the most commonly used version of the MOST Work Measurement Technique. It can be to analyze the majority of operations in most industries with cycle times from a few seconds to over 10 minutes. The benefit of a system like MOST is that analysts who have gone through certification training are taught to apply the technique as designed. Following the rules of MOST helps to establish consistency among analysts. Certification is recognized world-wide and upon successful completion of the course, participants receive a certificate and a 'blue card' which is recognized in many industries as a sign of certification in MOST.		
Learning Objectives:	After completing this course, you should be able to: • Calculate the time that a task or set of tasks should take to be performed. • Apply predetermined time values to activities from memory or from a data card according to the rules of BasicMOST. • Observe operator activities and write accurate method descriptions. • Analyze work on the basis of moving objects using the BasicMOST system. • Identify activities in terms of the four basic sequence models for manual work: General Move, Controlled Move, Tool Use and Equipment Use.		
Prerequisite Comments:	None		
Language:	English		
Comments:	The MOST Certification Program is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000004336

Course Title:	***BasicMOST Recertification***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	3.0
Course No:	MCP343	**Proficiency:**	Intermediate
Abstract:	A recertification course intended for you to display your knowledge of the rules and applications of the BasicMOST Work Measurement System.		
Description:	This course assesses your understanding of the concepts and parameter application rules for BasicMOST by posing rule and application-based questions. Completing this course with a score of 85% or higher will result in BasicMOST Applicator Recertification.		
Learning Objectives:			
Prerequisite Comments:	This course is only available to those who are BasicMOST certified.		
Language:	English		
Comments:	The BasicMOST Recertification is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000005249

Course Title:	***BasicMOST Recertification Refresher***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	31.0
Course No:	MCP346	**Proficiency:**	Intermediate
Abstract:	A recertification course intended for you to display your knowledge of the rules and applications of the BasicMOST.		
Description:	This course assesses your understanding of the concepts and parameter application rules for BasicMOST by posing rule and application-based questions. Completing the certification exam with a score of 85% or higher will result in BasicMOST Applicator Recertification. In addition to recertification, this course provides you the opportunity to review any of the MOST Certification Program courses for a refresher in the rules of BasicMOST.		
Learning Objectives:	After completing this course, you should be able to: • Calculate the time that a task or set of tasks should take to be performed. • Apply predetermined time values to activities from memory or from a data card according to the rules of BasicMOST. • Observe operator activities and write accurate method descriptions. • Analyze work on the basis of moving objects using the BasicMOST system. • Identify activities in terms of the four basic sequence models for manual work: General Move, Controlled Move, Tool Use and Equipment Use.		
Prerequisite Comments:	This course is only available to those who are BasicMOST certified.		
Language:	English		
Comments:	The BasicMOST Recertification Refresher is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000005697

Course Title:	***MiniMOST Certification Program***		
Curriculum Area:	Standard Work		
Course Type:	Compilation	**Length (hours):**	18
Course No:	MNI418	**Proficiency:**	Basic
Abstract:	This certification program is broken into several short courses designed to provide you with a broad perspective of work measurement and teach you how to apply the MiniMOST Work Measurement System to measure work for short-cycle, highly repetitive, identical motion pattern activities.		
Description:	The MOST Work Measurement Technique is a powerful tool used to develop the time it takes to perform a task. Knowing exactly how long it should take to complete work assignments assists management in defining labor requirements, planning and scheduling work, setting goals, determining labor costs, and establishing a baseline for continuous improvement. In this course, you will define why measuring work is important to an organization and identify the traditional work measurement techniques. You will use the MiniMOST system to measure work for objects moved through space as well as along a controlled path in addition to documenting the two-handed work that is common in highly-repetitive, short-cycle operations. You will apply the General and Controlled Move Sequence Models in practice exercises and video examples.		
Learning Objectives:	By the end of this course, you should be able to: • Calculate the time that a task or set of tasks should take to be performed. • Apply predetermined time values to activities from memory or from a data card according to the rules of MiniMOST. • Observe operator activities and write accurate method descriptions considering different motion combinations. • Analyze work on the basis of moving objects using the MiniMOST system. • Identify activities using the two sequence models for manual work: General Move and Controlled Move. • Measure the distance of the hand, fingers, foot, leg, body motions, object movement and hand rotation to establish the correct index values.		
Prerequisite Comments:	None		
Language:	English		
Comments:	The MiniMOST Certification Program is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000007752

Course Title:	***MiniMOST Recertification***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	3.0
Course No:	MNI443	**Proficiency:**	Intermediate
Abstract:	A recertification course intended for you to display your knowledge of the rules and applications of the MiniMOST Work Measurement System.		
Description:	This course assesses your understanding of the concepts and parameter application rules for MiniMOST by posing rule and application-based questions. Completing this course with a score of 85% or higher will result in MiniMOST Applicator Recertification.		
Learning Objectives:			
Prerequisite Comments:	This course is only available to those who are MiniMOST certified.		
Language:	English		
Comments:	MiniMOST Recertification is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000007708

Course Title:	***MiniMOST Recertification Refresher***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	18
Course No:	MNI444	**Proficiency:**	Intermediate
Abstract:	A recertification course intended for you to display your knowledge of the rules and applications of the MiniMOST.		
Description:	This course assesses your understanding of the concepts and parameter application rules for MiniMOST by posing rule and application-based questions. Completing the certification exam with a score of 85% or higher will result in MiniMOST Applicator Recertification. In addition to recertification, this course provides you the opportunity to review any of the MiniMOST Certification Program courses for a refresher in the rules of MiniMOST.		
Learning Objectives:			
Prerequisite Comments:	This course is only available to those who are MiniMOST certified.		
Language:	English		
Comments:	The MiniMOST Recertification Refresher is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000007755

Course Title:	***MaxiMOST Certification Program***		
Curriculum Area:	Standard Work		
Course Type:	Compilation	**Length (hours):**	24
Course No:	MNI531	**Proficiency:**	Basic
Abstract:	This certification program is broken into several short courses designed to provide you with a broad perspective of work measurement and teach you how to apply the MaxiMOST Work Measurement System to measure work for long-cycle, non-repetitive activities.		
Description:	The MOST Work Measurement Technique is a powerful tool used to develop the time it takes to perform a task. Knowing exactly how long it should take to complete work assignments assists management in defining labor requirements, planning and scheduling work, setting goals, determining labor costs, and establishing a baseline for continuous improvement. MOST can be applied in any industry and to any type of work for which a method can be defined and described. The MaxiMOST Work Measurement System is designed for long-cycle, non-repetitive activities. The benefit of a system like MaxiMOST is that analysts who have gone through certification training are taught to apply the technique as designed. Following the rules of MaxiMOST helps to establish consistency among analysts. Certification is recognized world-wide and upon successful completion of the course, participants receive a certificate and a 'blue card' which is recognized in many industries as a sign of certification in MaxiMOST. Two supplementary courses are also included in the MaxiMOST training, but are not required for certification. The courses provide the rules to apply the Powered Crane and Powered Truck sequence models.		
Learning Objectives:	By the end of this course, you should be able to: • Calculate the time that a task or set of tasks should take to be performed. • Apply predetermined time values to activities from memory or from a data card according to the rules of MaxiMOST. • Observe operator activities and write accurate method descriptions. • Analyze work on the basis of moving objects using the MaxiMOST system. • Identify activities in terms of the three basic sequence models for manual work: Part Handling, Tool Use, and Machine Handling.		
Prerequisite Comments:	None		
Language:	English		
Comments:	The MaxiMOST Certification Program is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000010328

Course Title:	***MaxMOST Recertification***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	3.0
Course No:	MXI543	**Proficiency:**	Intermediate
Abstract:	A recertification course intended for you to display your knowledge of the rules and applications of the MaxiMOST Work Measurement System.		
Description:	This course assesses your understanding of the concepts and parameter application rules for MaxiMOST by posing rule and application-based questions. Completing this course with a score of 85% or higher will result in MaxiMOST Applicator Recertification.		
Learning Objectives:			
Prerequisite Comments:	This course is only available to those who are MaxiMOST certified.		
Language:	English		
Comments:	MaxiMOST Recertification is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000010354

Course Title:	***MaxiMOST Recertification Refresher***		
Curriculum Area:	Standard Work		
Course Type:	Compilation	**Length (hours):**	24
Course No:	MNI544	**Proficiency:**	Intermediate
Abstract:	A recertification course intended for you to display your knowledge of the rules and applications of the MaxiMOST Work Measurement System.		
Description:	This course assesses your understanding of the concepts and parameter application rules for MaxiMOST by posing rule and application-based questions. Completing the certification exam with a score of 85% or higher will result in MaxiMOST Applicator Recertification. In addition to recertification, this course provides you the opportunity to review any of the MaxiMOST Certification Program courses for a refresher in the rules of MaxiMOST.		
Learning Objectives:			
Prerequisite Comments:	This course is only available to those who are MaxiMOST certified.		
Language:	English		
Comments:	The MaxiMOST Recertification Refresher is a premium certification course and is not included in the standard Workforce Optimization Academy curriculum.		

AssetID#: 1000010523

Course Title:	***University MOST***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	4.0
Course No:	MCP345	**Proficiency:**	Basic
Abstract:	The University MOST program is designed to provide students with an understanding of the MOST Work Measurement Technique. This course does not provide certification in BasicMOST.		
Description:	The online University MOST Program is broken into seven courses designed to provide students with the opportunity to receive an overview of the MOST Work Measurement technique and have exposure to the system software tool. This online program enhances your industrial engineering curriculum with online and computer lab materials.		
Learning Objectives:	After completing this course, you should be able to: • Define a work standard and techniques to measure work. • Identify how to analyze work using the BasicMOST system. • Identify activities in terms of the four basic sequence models of BasicMOST: General Move, Controlled Move, Tool Use, and Equipment Use.		
Prerequisite Comments:	Faculty within the university must be certified in BasicMOST for this course to be available to students of the university.		
Language:	English		
Comments:	This course is only available to universities who incorporate an understanding of the MOST Work Measurement Technique into their engineering curriculum.		

AssetID#: 1000004549

Course Title:	***Avoiding Common BasicMOST Application Mistakes – Recorded Webinar***		
Curriculum Area:	Standard Work		
Course Type:	Recorded Webinar	**Length (hours):**	1.0
Course No:	MCP900	**Proficiency:**	Basic
Description:	This recorded webinar will present the common BasicMOST application mistakes and guidelines for how to avoid them, resulting in sound engineered standards that can be used for your organization's specific goals.		
Prerequisite Comments:	None		
Language:	English		

AssetID#: 1000011658

Workforce Training

Course Title:	***Introduction to Workforce Training***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.1
Course No:	SWS400	**Proficiency:**	Basic
Abstract:	This course serves as an introduction to the workforce training discipline by defining workforce training, listing the benefits of workforce training, and describing the workforce training methodology.		
Description:	This video course contains a brief overview of Workforce Training.		
Learning Objectives:			
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Workforce Training discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000008612

Course Title:	***Workforce Training: Defining the Scope of Training***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS410	**Proficiency:**	Basic
Abstract:	This course will help you define the scope of training by identifying the gap between what workers are currently capable of and what they need to be capable of. This will allow you to pick the best training solution to meet your needs.		
Description:	When you are taking on a task that is new to you and you want to do it right, you need to consider a number of things. What tools, materials, information, and procedures will help you do the job? Furthermore, where will you get the information and instructions? Could you use a how-to book? Do you need to search the Internet? Or, do you need to get some expert advice and guidance to do the job well? These questions help you determine what it will take for you to be prepared to complete the job correctly. This same type of analysis is necessary when planning to train workers to meet performance standards. This course will help you define the scope of your training so that you can provide just the right level of instruction for the needs of your audience.		
Learning Objectives:	After completing this course, you should be able to: • Identify when training is needed. • Analyze the gap in knowledge or performance. • Plan appropriate training solutions that will enable learners to successfully perform.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Workforce Training discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000008059

Course Title:	***Workforce Training: Developing Performance Support Tools***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS420	**Proficiency:**	Basic
Abstract:	This course defines the five types of performance support tools and lists the guidelines that will enable you to develop an effective performance support tool.		
Description:	Performance support tools are visual instructions that can help people do their jobs more accurately, faster, and on schedule. This course defines the five types of performance support tools: visual method sheets, visual quality sheets, visual workplace cues, checklists, and job aids. This course also provides the guidelines for development that will help you create an effective performance support tool.		
Learning Objectives:	After completing this course, you should be able to: • Define the five types of performance support tools. • Identify the guidelines for developing performance support tools.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Workforce Training discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000008148

Course Title:	***Workforce Training: Delivering a Performance Development Lesson***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	SWS430	**Proficiency:**	Basic
Abstract:	This course describes the four-step process of delivering a performance development lesson: introducing the lesson, identifying supporting information for the lesson, conducting skill development activities, and summarizing the lesson.		
Description:	Performance development lessons help workers develop skills by engaging them in a learning experience. Lessons may be needed when there are significant changes to the work such as new processes or terminology, new levels of competency in physical or thinking skills, or different responses to work situations. This course highlights the four-step process of delivering a performance development lesson, which includes introducing the lesson, identifying supporting information for the lesson, conducting skill development activities, and summarizing the lesson.		
Learning Objectives:	After completing this course, you should be able to: • Introduce the lesson that will be conducted. • Provide supporting information for the lesson. • Conduct skill development activities. • Summarize and evaluate the lesson.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Workforce Training discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000008218

Course Title:	***Workforce Training: Maintaining Training Materials***		
Curriculum Area:	Standard Work		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	SWS440	**Proficiency:**	Basic
Abstract:	This course describes the importance of maintaining workforce training materials and provides a set of guidelines for creating a maintenance training program.		
Description:	Ample time and energy are spent developing performance support tools and performance development lessons. Changes to the preferred method may result when changes are made in the workplace. This may cause the existing training materials to become out of date. This course describes the purpose of workforce training maintenance and lists the workforce training maintenance procedures that will ensure training solutions are kept up-to-date, accurate, credible, and useful.		
Learning Objectives:	After completing this course, you should be able to: • Define workforce training maintenance. • Identify circumstances that might necessitate changes. • Create a system for tracking training materials. • Identify when changes to training materials are needed. • Conduct regular audits. • Update training materials as required and communicate changes to staff.		
Prerequisite Comments:	None		
Language:	English		
Comments:	This course is part of a 5-part course series on the Workforce Training discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		

AssetID#: 1000008485

Workforce Performance Series

Managing Performance

Course Title:	***Introduction to Managing Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	MPS100	**Proficiency:**	Basic
Abstract:	This course is designed to introduce supervisors and managers to the Managing Performance discipline of the Workforce Performance Model. This discipline presents a proactive cycle of influence that serves as a framework for understanding the tools and processes needed to manage performance.		
Description:	This course provides a complete introduction to the Managing Performance discipline of the Workforce Performance Model. Participants learn about the components of the Managing Performance Cycle through definitions and examples. Case studies are used to illustrate how an organization's success is impacted by the application of the components of the Managing Performance Cycle.		
Learning Objectives:	After completing this course, you should be able to: • Identify the purpose of each component of the Managing Performance Cycle. • Define what a work standard is and recognize the impact that standards can have on the success of an organization. • Identify conditions for success and recognize how this component is used to influence associate performance. • Define feedback and recognize how feedback can influence associate performance • Define response and recognize how the right response can influence associate success.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005535

Course Title:	***Using Standards to Manage Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	MPS101	**Proficiency:**	Basic
Abstract:	This course is designed to introduce supervisors and managers to the importance of standards as the foundation of the Managing Performance Cycle. Standards define the method to be used and the time that it should take to do a task. By using standards, supervisors and managers can establish and communicate fair and realistic expectations for their associates to better manage their performance.		
Description:	This course provides an in-depth look at how standards are critical to managing performance. Participants will review key content about standards such as what a standard is, why organizations use standards, how engineered standards are developed, and how to use standards to manage performance. Case studies are used to illustrate how an organization's success is impacted by the accurate standards.		
Learning Objectives:	After completing this course, you should be able to: • Describe what a standard is and how standards are used. • Identify the steps to develop a standard. • Explain the manager's responsibility in using and maintaining standards.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog. To effectively use standards to manage performance, you need to understand the work measurement system being used. You may want to consider taking the *Introduction to MOST* or the *Introduction to Time Study* course based on the work measurement technique used in your organization.		
Language:	English		

AssetID#: 1000005536

Course Title:	***Implementing Conditions for Success to Manage Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	MPS103	**Proficiency:**	Basic
Abstract:	This course defines how a manager can use the Workforce Performance Model disciplines to identify opportunities for improvement in the conditions for success. Participants will be encouraged to develop improvement ideas and implementation strategies for conditions in their workplaces.		
Description:	The Conditions for Success component of the Managing Performance cycle sets up the best possible work environment through the application of the disciplines of the Workforce Performance Model. This course provides a survey of the Workforce Performance Model disciplines as the strategy for creating the conditions for success. This course provides insights into how managers can use the three series and nine disciplines in the Workforce Performance Model to influence the success of associates. Participants learn about each of the disciplines through definitions and examples.		
Learning Objectives:	After completing this course, you should be able to: • Define the purpose of the Workforce Performance Model in relation to the Managing Performance Cycle. • Describe how the four disciplines of the Lean Workplace Series can be used to influence associate performance by providing an organized workplace and enabling efficient work. • Explain how the two disciplines of the Standard Work Series are used to set fair expectations and train associates to perform their work successfully. • Identify how the three disciplines of the Workforce Performance Series provide motivation and support that influences the success of associates. • Describe practical strategies for implementing and maintaining conditions for success in your workplace.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005537

Course Title:	***Introduction to Feedback for Managing Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	MPS104	**Proficiency:**	Basic
Abstract:	This course is designed to introduce supervisors and managers to the importance of using feedback to manage performance. By using real-time feedback as well as metrics and reports, supervisors and managers can gain an understanding of the current work situation and recognize whether associate performance is meeting expectations.		
Description:	This course provides an introduction to how feedback can be used to manage performance. Participants will review the two key types of feedback; real-time feedback and management metrics and reports.		
Learning Objectives:	After completing this course, you should be able to: • Describe how managers can use feedback in the workplace, both real-time as well as metrics and reports, to manage the performance of associates.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005538

Course Title:	***Using Real-Time Feedback to Manage Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	MPS105	**Proficiency:**	Basic
Abstract:	This course is designed to equip managers to use Real-Time Feedback to help associates be successful. Real-Time Feedback is based on visual strategies and on-the-spot communication to help managers and associates understand the current situation and progress in the workplace.		
Description:	This course defines the two types of Real-Time Feedback; visual strategies and on-the-spot communication. The purpose of Real-Time Feedback is to provide information about the work to those responsible for performing it so that they are enabled to be successful. This type of feedback is beneficial because it occurs in the context of the work and can influence performance as it occurs.		
Learning Objectives:	After completing this course, you should be able to: • Define Real-Time Feedback and describe the two fundamental types of Real-Time Feedback. • Identify the five visual strategies that can be used to provide immediate feedback. • Use on-the-spot communication to provide and solicit timely feedback.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005539

Course Title:	***Using Management Metrics & Reports to Manage Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	MPS106	**Proficiency:**	Basic
Abstract:	This course is designed to equip managers to use Management Metrics & Reports to help associates be successful. Management Metrics & Reports capture trends in key areas and provide information on what is going well and what may need to be corrected.		
Description:	This course defines common metrics that are monitored in the workplace and how they are analyzed and interpreted in reports. The purpose of Management Metrics & Reports is to provide information about trends in the workplace on key areas of interest. Three fundamental metrics are defined and calculated in this course; percent utilization, percent performance, and percent productivity.		
Learning Objectives:	At the end of this course, you should be able to: • Define Management Metrics & Reports. • Define and calculate percent utilization. • Define and calculate percent performance • Define and calculate percent productivity. • Identify the manager's role in terms of Management Metrics & Reports.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005540

Course Title:	***Introduction to Response for Managing Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	MPS107	**Proficiency:**	Basic
Abstract:	This course is designed to introduce supervisors to the importance of accurately responding to workplace situations to manage associate success and productivity. By investigating and taking action, supervisors can be sure that the response is accurate and comprehensive; ultimately helping associates to be their most successful.		
Description:	This course provides an introduction to the importance of responding accurately while managing performance. Participants will review the two key components of the Response component of the Managing Performance Cycle; investigating and taking action. Participants will also be introduced to helpful tools for ensuring the best response.		
Learning Objectives:	After completing this course, you should be able to: • Describe how managers can use the Response component of the Managing Performance Cycle to help associates achieve success.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005767

Course Title:	***Tools for Investigating Productivity Issues***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	MPS108	**Proficiency:**	Basic
Abstract:	This course is designed to provide supervisors with tools to respond to situations in the workplace by investigating and taking action. This course focuses primarily on situational or utilization situations, or those that are not within the associate's control. The Problem Definition & Cause Analysis as well as the Investigate & Take Action Decision Chart are emphasized in this course.		
Description:	This course provides an approach to responding to common workplace utilization issues by investigating and taking action. While there are also workplace performance issues, this course is focused primarily on investigating issues that are not within the associate's control. Participants will also gain a thorough understanding of the Problem Definition & Cause Analysis form as well as the Investigate & Take Action Decision Chart.		
Learning Objectives:	After completing this course, you should be able to: • Use the Problem Definition & Cause Analysis form to capture, define, and understand workplace issues. • Use the Investigate & Take Action Decision Chart to systematically determine the cause of a productivity issue and identify alternative solutions.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005701

Course Title:	***Tools for Evaluating and Coaching Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	MPS109	**Proficiency:**	Basic
Abstract:	This course is designed to assist supervisors respond to performance issues in the workplace by taking appropriate and effective action. This course focuses on conducting Performance Audits and Skill & Effort Reviews, and offers tools on how to best coach an associate who needs to improve performance.		
Description:	This course provides insight into taking action on workplace challenges that are performance-driven, that is, within the associate's control. This course offers supervisors a thorough understanding of the Performance Audit and Skill & Effort Review tools, and also introduces the supervisor to fundamental coaching approaches.		
Learning Objectives:	After completing this course, you should be able to: • Use the Performance Audit tools to respond to performance issues in the workplace. • Use the Skill & Effort Review to respond to performance issues in the workplace. • Explain how coaching must be done to ensure that the success of the associate is the fundamental goal of responding to a performance issue.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005702

Course Title:	***Applying the Managing Performance Cycle***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	MPS111	**Proficiency:**	Basic
Abstract:	This course is designed to provide a practical review of how the components of the Managing Performance Cycle are applied in a retail environment. Participants will examine each component of the Managing Performance Cycle; Standards, Conditions for Success, Feedback, and Response. This course focuses on a retail store manager and conveys her experience as she plans for and executes a seasonal changeover. As she applies the components of the Managing Performance Cycle, she uses the tools and strategies to enable her workforce to perform successfully.		
Description:	This course follows a manager in a large children's toy and clothing store as she uses the Managing Performance Cycle to plan for and execute a seasonal changeover. The course explores each component of the Managing Performance Cycle; Standards, Conditions for Success, Feedback, and Response.		
Learning Objectives:	After completing this course, you should be able to: • Use standards to schedule work and set expectations. • Establish the conditions for success. • Use feedback to make reality visible. • Respond to improve productivity.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005703

Course Title:	***Coaching for Managing Performance***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	1.0
Course No:	MPS112	**Proficiency:**	Basic
Abstract:	This course is designed to provide supervisors and managers with a Coaching Game Plan which is a prescriptive strategy for handling the most common coaching situations. The Coaching Game Plan is designed to help the supervisor to be proactive in building rapport and preparing to effectively coach their associates.		
Description:	This course provides an understanding of the role of coaching in the Managing Performance discipline. It provides a complete review of the Coaching Game Plan with specific instruction on developing rapport and conducting different types of coaching conversations: lessons, on-the-spot coaching and in-depth conversations.		
Learning Objectives:	After completing this course, you should be able to: • Explain why having a Coaching Game Plan is important to managing performance and how building rapport can influence coaching success. • Develop a lesson for teaching a task. • Deliver on-the-spot coaching for various situations. • Conduct an in-depth conversation for a performance coaching situation.		
Prerequisite Comments:	This course is part of a 11-part course series on the Managing Performance discipline. It is recommended that you take the courses for this discipline in order as listed in this catalog.		
Language:	English		

AssetID#: 1000005704

Course Title:	***Implementing Standards to Manage Performance for Improved Workforce Performance – Recorded Webinar***		
Curriculum Area:	Workforce Performance		
Course Type:	Recorded Webinar	**Length (hours):**	1.0
Course No:	MPS900	**Proficiency:**	Basic
Abstract:	This course will introduce the learner to the Managing Performance Cycle, highlight how standards are used as the foundation to manage performance for improved workforce performance, and explore how to use feedback to manage performance in several different industries.		
Description:	A fundamental role of a manager or supervisor is to achieve organizational objectives through the work of others. This can be challenging due to the complexity and ever-changing nature of the work as well as the needs of the associates. In this course, you will understand how to influence associate performance and foster an environment of productivity by using the Managing Performance Cycle; why standards serve as the foundation of managing performance; and how feedback can be used to manage performance in several industries.		
Learning Objectives:	After completing this course, you should be able to: • Define the Managing Performance Cycle. • Identify how standards are used as the foundation to manage performance. • Identify how to use feedback to manage performance.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000009172

Course Title:	***Implementing Standards to Manage Performance for Improved Workforce Performance-Audiocast***		
Curriculum Area:	Workforce Performance		
Course Type:	Audiocast	**Length (hours):**	1.0
Course No:	MPS900	**Proficiency:**	Basic
Abstract:	This course will introduce the learner to the Managing Performance Cycle, highlight how standards are used as the foundation to manage performance for improved workforce performance, and explore how to use feedback to manage performance in several different industries.		
Description:	A fundamental role of a manager or supervisor is to achieve organizational objectives through the work of others. This can be challenging due to the complexity and ever-changing nature of the work as well as the needs of the associates. In this course, you will understand how to influence associate performance and foster an environment of productivity by using the Managing Performance Cycle; why standards serve as the foundation of managing performance; and how feedback can be used to manage performance in several industries.		
Learning Objectives:	After completing this course, you should be able to: • Define the Managing Performance Cycle. • Identify how standards are used as the foundation to manage performance. • Identify how to use feedback to manage performance.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000009173

Staffing & Reporting

Course Title:	***Labor Planning: Introduction to Long-Term Labor Planning***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.5
Course No:	LPS100	**Proficiency:**	Basic
Abstract:	This course identifies the underlying factors that drive a long-term labor planning effort. It also outlines the fundamental components of developing a labor plan, which ensures that the plan is complete and accurate, with nothing overlooked.		
Description:	Developing a long-term labor plan is a significant undertaking. Navigating through the development effort is best done by using a proven methodology that guides you through identifying development approaches as well as staffing factors. This course will introduce you to the factors that drive a successful labor planning effort along with the methodology to move through the development process.		
Learning Objectives:	After completing this course, you should be able to: • Identify the fundamental factors that drive a long-term labor planning effort. • Describe the methodology used to develop a labor plan.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000011294

Course Title:	***Labor Planning: Staffing Factors***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.25
Course No:	LPS101	**Proficiency:**	Basic
Abstract:	This course defines several common staffing factors that are used when generating a long-term labor plan. This course provides information on how each of the staffing factors is used to fuel the labor plan, and also explains which factors are used with the different staffing approaches.		
Description:	This course provides an explanation of six common staffing factors used when generating a long-term labor plan. While many different inputs may qualify as staffing factors from organization to organization, this course examines six of the more common factors. In this course, you will define and describe the staffing factors of volume forecast, FTE availability, FTE ratio, minimum coverage, productivity level, and service level agreements (SLA).		

Learning Objectives:	After completing this course, you should be able to:
	• Describe how staffing factors are used in long-term labor planning.
	• Define the following staffing factors:
	  ○ Volume forecast
	  ○ FTE availability
	  ○ FTE ratio
	  ○ Minimum coverage
	  ○ Productivity level
	  ○ Service level agreements (SLA)		

Prerequisite Comments:			
Language:	English		

AssetID#: 1000011295

Course Title:	***Labor Planning: The Engineered Standards Approach***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LPS102	**Proficiency:**	Basic
Abstract:	This course provides an overview of the engineered standards staffing approach to long-term labor planning. It will help you understand the advantages of using the engineered standard approach, and identify the situations that are best suited for the approach.		
Description:	After you have defined your scope and have identified staffing factors, you are able to apply staffing approaches to begin to generate your long-term labor plan. In this course, you will investigate the characteristics and methodology of the engineered standards approach, and describe situations in which the engineered standards approach should be applied.		
Learning Objectives:	After completing this course, you should be able to: • Define the engineered standards approach to long-term labor planning and how it is used. • Describe the methodology of the engineered standards approach to long-term labor planning.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000011296

Course Title:	***Labor Planning: The Queuing Theory Approach***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LPS103	**Proficiency:**	Basic
Abstract:	This course provides an overview of the queuing theory staffing approach to long-term labor planning. It will help you understand the advantages of using the queuing theory approach, and identify the situations that are best suited for the approach.		
Description:	After you have defined your scope and have identified staffing factors, you are able to apply staffing approaches to begin to generate your long-term labor plan. In this course, you will investigate the characteristics and methodology of the queuing theory approach, and describe situations in which queuing theory should be applied.		
Learning Objectives:	After completing this course, you should be able to: • Define the queuing theory approach to long-term labor planning and how it is used. • Describe the methodology of the queuing theory approach to long-term labor planning.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000011297

Course Title:	***Labor Planning: Applying Labor Planning Results***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.50
Course No:	LPS104	**Proficiency:**	Basic
Abstract:	This course provides an overview on the final step in the long-term labor plan development methodology; interpreting the results. Verifying that the results of the labor plan are accurate ensures that the plan is ready to be used in the workplace. Maintaining the labor plan over time ensures that you receive a long-term return on your investment.		
Description:	After investing significant effort to develop a long-term labor plan, it is critically important to ensure that it is ready for use. In this way, you must interpret the results of the labor plan and evaluate if they should be amended or adjusted before they are implemented. In this course, you will explore how to interpret the results of the labor plan as well how to react to the results. Additionally, you will explore the methodology for maintaining the labor plan over time to proactively ensure that it remains useful and relevant.		
Learning Objectives:	After completing this course, you should be able to: • Interpret the long-term labor plan results and determine next steps. • Maintain the long-term labor plan results over time with flexibility.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000011298

Course Title:	***Application of Long-Term Labor Planning (Public Safety)***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	LPS105	**Proficiency:**	Basic
Abstract:	Developing a long-term labor plan involves determining the scope of the effort, identifying the staffing factors, applying the staffing approaches, and interpreting the labor plan results. In this course, you will apply the methodology for developing a long-term labor plan to a real-life scenario.		
Description:	In this course, you will apply the methodology for developing a long-term labor plan as you follow the events at a police department located in a major metropolitan city. You will have the opportunity to determine the scope of the effort, identify the relevant staffing factors, apply the staffing approaches, and interpret the results of the labor plan.		
Learning Objectives:	After completing this course, you should be able to: • Determine the scope of the labor planning effort. • Identify the relevant staffing factors that will influence the labor plan. • Apply the staffing approaches to develop the labor plan. • Intrepret the results of the labor plan.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000011299

Course Title:	***Application of Long-Term Labor Planning (Retail)***		
Curriculum Area:	Workforce Performance		
Course Type:	Online Self Study	**Length (hours):**	0.75
Course No:	LPS106	**Proficiency:**	Basic
Abstract:	Developing a long-term labor plan involves determining the scope of the effort, identifying the staffing factors, applying the staffing approaches, and interpreting the labor plan results. In this course, you will apply the methodology for developing a long-term labor plan to a real-life scenario.		
Description:	In this course, you will apply the methodology for developing a long-term labor plan as you follow the events at one retail store in a consumer electronics chain. You will have the opportunity to determine the scope of the effort, identify the relevant staffing factors, apply the staffing approaches, and interpret the results of the labor plan.		
Learning Objectives:	After completing this course, you should be able to: • Determine the scope of the labor planning effort. • Apply the engineered standards approach to developing the labor plan. • Apply the queuing theory approach to developing the labor plan. • Interpret the results of the labor plan.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000011300

Course Title:	***Utilizing a Sound Approach for Labor Planning – Recorded Webinar***		
Curriculum Area:	Workforce Performance		
Course Type:	Recorded Webinar	**Length (hours):**	0.5
Course No:	WPS100	**Proficiency:**	Basic
Abstract:	This course will introduce the concept of labor planning, review the components of developing a sound labor plan, and highlight the results that can be achieved by using a sound approach.		
Description:	Successful labor planning enables a company to effectively formulate their future labor needs with a high degree of confidence that they will have the right number of workers to meet client demand. This will be accomplished while considering and accounting for critical factors such as service levels, training and associate needs. This course will define labor planning, investigate different labor planning components and factors, and identify the results achieved through implementation of this approach.		
Learning Objectives:	After completing this course, you should be able to: • Develop a labor plan. • Interpret the results of labor planning.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000009336

Course Title:	***Utilizing a Sound Approach for Labor Planning - Audiocast***		
Curriculum Area:	Workforce Performance		
Course Type:	Audiocast	**Length (hours):**	0.5
Course No:	WPS100	**Proficiency:**	Basic
Abstract:	This course will introduce the concept of labor planning, review the components of developing a sound labor plan, and highlight the results that can be achieved by using a sound approach.		
Description:	Successful labor planning enables a company to effectively formulate their future labor needs with a high degree of confidence that they will have the right number of workers to meet client demand. This will be accomplished while considering and accounting for critical factors such as service levels, training and associate needs. This course will define labor planning, investigate different labor planning components and factors, and identify the results achieved through implementation of this approach.		
Learning Objectives:	After completing this course, you should be able to: • Develop a labor plan. • Interpret the results of labor planning.		
Prerequisite Comments:			
Language:	English		

AssetID#: 1000009337

Alphabetic Index of Courses

