

Go  
"LEAN"

to achieve superior  
performance in  
cost, quality,  
delivery, safety  
and morale!

Carroll Community College and Operational Performance Solutions, Inc. of Westminster offer manufacturers and other organizations the following courses.

- Introduction to Human Performance Improvement, p. xxx
- Lean Process Improvement, p. xxx
- Basics of Project Management, p. xxx
- Advanced Project Management (Planning and Tracking), p. xxx
- Introduction to ISO 9001:2008, p. xxx

Operational Performance Solutions, Inc. founders, John Beakes Jr. and John Beakes III, bring over 50 years of experience and education to helping clients achieve and sustain superior operational performance.

The team has extensive experience with many Fortune 100 organizations including Exxon-Mobil, Ford, GM and small to medium-sized firms such as Denali Solutions and Mabey Bridge & Shore. For more information on Operation Performance Solutions, Inc. visit [opsgroupinc.com](http://opsgroupinc.com).

**Register at  
410 386-8100 or go to  
[carrollcc.edu/cetcourses](http://carrollcc.edu/cetcourses)**

221-A09-109

## LEADERSHIP AND MANAGEMENT

### Quality Improvement

*The following courses are offered for manufacturers and other organizations interested in the concepts of lean and quality improvement by Operational Performance Solutions, Inc. "Lean" companies achieve superior performance in cost, quality, delivery, safety, and morale. The principals of "Lean" can be universally adapted to dramatically improve performance and establish a culture of continuous improvement in virtually any endeavor or industry.*

#### Introduction to Human Performance Improvement

Achieve extraordinary business results through a people-centric approach to organizational and workforce performance. Learn the basic concepts and principals of human performance improvement. Implementing these practical performance solutions enables average performers to excel and business results to soar.

*Cost: \$149 (MD Senior Adults: \$45)*

**Course #: QCT-001-A4**

*Fri., May 8, 8:00 AM - 5:00 PM*

*Business Training Center, Rm. T315*

#### Lean Process Improvement

"Lean" companies achieve superior performance in cost, quality, delivery, safety and morale. The principles of "Lean" can be universally adapted to dramatically improve performance and establish a culture of continuous improvement in virtually any endeavor or industry. This course will introduce you to "lean thinking" by describing the systems and processes used by the most successful practitioners, and describing basic information such as the "seven deadly forms of waste" and some introductory problem solving techniques. Students will also be introduced to the process for converting a traditional organization to "lean," some of the challenges along that path and a quantitative analysis of the performance of "lean" companies compared to traditional organizations.

*Cost: \$149 (MD Senior Adults: \$45)*

**Course #: QCT-002-A4**

*Thu., May 21, 8:00 AM - 5:00 PM*

*Washington Road Campus, Rm. N205*

#### Basics of Project Management

This course presents the generally accepted fundamentals of effective project management and the basic tools/techniques that are essential for any successful project. Topics include: stakeholder analysis, project objectives, statement of work (SOW), requirements/deliverables definition, project scope design and organization, work breakdown structure (WBS), risk identification and mitigation, resource planning, estimating, budgeting, scheduling, project plans, and establishing project success measures/metrics. Real-world project planning exhibits are presented to reinforce understanding of how these tools are typically applied. Includes course notebook.

*Cost: \$149 (MD Senior Adults: \$45)*

**Course #: QCT-003-A4**

*Thu., Jun. 4, 8:00 AM - 5:00 PM*

*Business Training Center, Rm. T317*

#### Advanced Project Management (Planning and Tracking)

Concentrates on the more advanced planning and tracking techniques used for project management purposes. Topics include: dealing with uncertainty, risk management, time-boxed scheduling, critical chain method, contingency planning, responsibility assignment matrix (RAM), and earned value management (EVM). Using a "running theme" case study exercise approach, you and your assigned teammates will learn and apply several advanced planning and tracking tools as part of a class-wide shared learning experience. The instructor will also facilitate a practical project planning discussion forum - during which you will be encouraged to seek any advice desired for your own projects. Includes course notebook. Prerequisites: Basics of Project Management.

*Cost: \$149 (MD Senior Adults: \$45)*

**Course #: QCT-004-A4**

*Fri., Jun. 5, 8:00 AM - 5:00 PM*

*Business Training Center, Rm. T317*

**Introduction to ISO 9001: 2008**

This is a 1-Day entry level training for system implementers and will help you understand the basic requirements of ISO9001:2008. This course provides a brief introduction to quality management systems, basic quality management principles, Plan, Do, Check, Act methodology, understanding process-thinking and a brief history of ISO9001 before getting into the details of the standard. Learn the connectivity of the standard's requirements to process management, as well as to "connect-the-dots" between the requirements of the standard. The details of the standard are reviewed in conceptual discussions with real-life examples of their application. Learn the pro's and con's about documentation, management review, internal audits and corrective and preventive action, among other topics. Includes a course notebook.

Cost: \$149 (MD Senior Adults: \$45)

Course #: QCT-007-A4

Fri., Jun. 26, 8:00 AM - 5:00 PM

Business Training Center, Rm. T317

**Online Courses...**

- Understanding the Human Resource Function
- Managing Technical Professionals
- Hire Smart
- Employment Law Fundamentals
- Project Mgt. Fundamentals
- Project Mgt. Applications
- Project Mgt. @ e-Speed
- and other courses in Business Administration & Management

For more information go to:  
[www.ed2go.com/carrollcc](http://www.ed2go.com/carrollcc)

**NURSING &  
ALLIED HEALTH****Nursing**

Maryland Community College Association for Continuing Education and Training is accredited as a provider of continuing nursing education by the American Nurses Credentialing Centers Commission on Accreditation.

**ECG and Pharmacology**

Increase your competencies before ACLS! Or just improve your ECG recognition skills and cardiac drug treatment knowledge with this American Heart Association course. Can be used as a pre-course option for ACLS to improve success in achieving certification. Strengthen competency in ACLS algorithms and learn more effective use of drugs during peri-arrest or cardiac arrest. Open to all health care providers including nurses, physicians, paramedics, clinical pharmacists and ECG technicians.

Cost: \$67 (MD Senior Adults: \$40); includes text

Course #: NRS-410-A4B

Tue., Apr. 14, 8:30 AM - 4:15 PM

Washington Road Campus, Rm. N106

Course #: NRS-410-A1B

Tue., Aug. 4, 8:30 AM - 4:15 PM

Washington Road Campus, Rm. N106

**Principles & Practices of IV Therapy**

Don't be frustrated; be prepared when your patient needs an IV! Enhance your skills as a practicing nurse, IV tech, or EMT by taking this course from our expert on peripheral intravenous therapy and the care of the client requiring this therapy. Hot topics include: vein and device selection, venipuncture techniques, and basic care measures needed to provide quality care to the patient.

Cost: \$85 (MD Senior Adults: \$44)

Course #: NRS-344-A4

Sat., Jun. 6, 8:00 AM - 4:30 PM

Washington Road Campus, Rm. N209

**Advanced Principles and Practices of IV Therapy**

Build upon the principles of IV Therapy covered in NRS-344. Designed for the RN to enhance practice with patients requiring advanced IV therapies. Topics include: practical application and troubleshooting skills for central lines; IV therapies in the elderly and pediatric population; TPN and blood administration. Prerequisite: NRS344 Principles of IV Therapy

Cost: \$91 (MD Senior Adults: \$50)

Course #: NRS-335-A4P

Sat., Jun. 13, 8:00 AM - 4:30 PM

Washington Road Campus, Rm. N209

**Principles of Education for Health Care Educators**

Do students sleep in your classes? Discover creative teaching techniques for the classroom and clinical setting. Use these proven strategies to teach certified nursing assistant training, patient and community education, and in-service education. Review the principles of adult teaching and learning and how to overcome the barriers to learning. Get results with effective classroom and clinical evaluation methods. Meets the Maryland Board of Nursing requirements for teaching the CNA course.

Cost: \$140 (MD Senior Adults: \$30)

Course #: AHE-635-A4

Fri., Jun. 12 - 26, 10:00 AM - 4:30 PM

Washington Road Campus, Rm. N104

**Qigong for Healthcare Providers**

See Allied Health Occupations/Social Work section starting on p. 28 for course details.

**Nurse Refresher Part 2**

Build upon the skills and knowledge in Part I (NRS271). Includes managing patient care, documentation, medication administration, emergency procedures, evaluation of patient care and team member responsibilities. Criminal background checks are required for this clinical training. You must complete the background check process at least 21 days prior to the start of the clinical training. For information call 410-386-8100.

Cost: \$647 (MD Senior Adults: \$45)

Course #: NRS-409-A4MP

Tue., Thu. & Sat., Apr. 25 - Jun. 2; Apr. 25, 8:00 AM - 4:30 PM;

Tue. & Thu., 6:30 - 10:45 PM; and Sat., May 2 - 16,

6:45 AM - 3:30 PM (15 sessions; no class 5/23 & 30)

Washington Road Campus, Rm. N211 and local clinical facilities