

Plant Tours at NC Shingo Prize Silver Award Winners

New dates added for 2009!

Tour the 2007 NC Shingo Prize Silver Award winners for manufacturing excellence

In 2007, Snap-On Power Tools and Volvo Construction Equipment won the NC Shingo Prize Silver Award*. This award is given to organizations that have positive improvement trends in the business functions with many examples of improvement projects focusing beyond the daily issues.

In 2008, Volvo also received The Shingo Prize for Operational Excellence Silver Medallion. Congratulations Volvo!

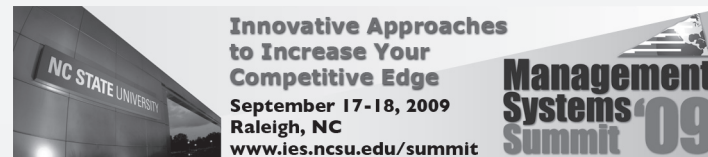
Tour these award-winning organizations and see the improvements first-hand.

Snap-On Power Tools, Murphy, NC	Volvo Construction Equipment, Asheville, NC
10 a.m. – 12 noon	9:30 a.m. – 12 noon
January 13, 2009	January 14, 2009
February 10, 2009	February 11, 2009
March TBD	March TBD
April 14, 2009	April 8, 2009 <i>(reserved for healthcare industry)</i>
May 12, 2009	May 13, 2009
June 9, 2009	June 10, 2009

The tours are available on a pre-registration/pre-approval basis. Please register with Ms. Jean James at 828-456-2462 or jean_james@ncsu.edu.

The Shingo Prize for Operational Excellence provides assessments of organizations using the Shingo lean model and criteria. The award recognizes organizations that use world-class manufacturing strategies and practices to achieve world-class results.

**In 2008 The Shingo Prize for Operational Excellence was restructured. NC State IES continues to be the North Carolina contact and a service provider for The Shingo Prize for Operational Excellence application process. ▲*



Featuring best practices in the application of **Quality Management Systems**

The 2009 North Carolina Management Systems Summit is a multifaceted event which will increase your knowledge of best practices in management systems development, implementation, maintenance and improvement.

Management systems help companies identify and develop standardized processes with the goal of increased efficiency and consistent quality.

Read about more benefits of implementing a quality management system at our web site. Go to www.ies.ncsu.edu/summit ▲

Learn from the Masters at 2009 Performance Excellence Forum

SEE what performance excellence looks like at national award-winning organizations. World-class organizations that earned either the National Baldrige or Shingo Prize awards highlight the Performance Excellence Forum in Raleigh on March 11, 2009.

The day also includes interactive breakout sessions on lean and Baldrige, and an awards luncheon for NC Awards for Excellence and Shingo Prize for Operational Excellence recipients. Organizations in manufacturing, healthcare, and business/service sectors will learn from the best in their businesses.

The 2007 Malcolm Baldrige National Quality Award recipient Mercy Hospital was a stand alone hospital 19 years ago. Learn how they earned this prestigious award as a vertically integrated healthcare delivery system by focusing on integration, a culture of excellence, and accountability as they now serve patients and communities in southern Wisconsin and northern Illinois.

Keynote speaker Kathy Harris, vice president of human resources and organizational development, will discuss their Baldrige journey and share lessons learned in the process. Harris has more than 30 years of healthcare leadership experience and served as a national Baldrige examiner.

Listen as the recipient of the 2007 Shingo Prize Gold Medallion and the 2008 Shingo Silver Medallion award winner, the Navy and Marine Corps aircraft repair facility Fleet

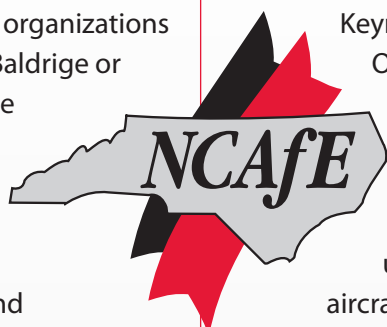
Readiness Center East, shares the successes and challenges of their lean journey.

Keynote speaker Commanding Officer Colonel David Smith was an integral part of helping the H-1 aircraft line receive these awards. He was previously responsible for aircraft line upgrades and coordinating new aircraft production, training curriculum, and post fielding logistics support planning. Col. Smith is a longtime Navy and Marine Corps professional, accomplished in quality procedures, and a recipient of a Meritorious Service Medal, the Navy and Marine Corps Commendation Medal with two gold stars, and the Navy and Marine Corps Achievement Medal.

Hear from the first school system to receive the Malcolm Baldrige National Quality Award in North Carolina, as Dr. Terry Holiday, Superintendent of Iredell-Statesville Schools shares his experience.

Visit www.ies.ncsu.edu/forum for updates and more information.

Several concurrent sessions—small, interactive breakouts—are planned during the day. They will represent lean healthcare, lean/Baldrige manufacturing, Baldrige healthcare, and other, more general lean and Baldrige sessions. Woven into the day are ample breaks for great networking opportunities as well. ▲



THE SHINGO PRIZE
for OPERATIONAL EXCELLENCE
in association with North Carolina State University

2009 NC Performance Excellence Forum

March 11, 2008
\$295

*Discounts for early registration and multiple registrations are available.

Register at www.ies.ncsu.edu/forum or call the NC State University Office of Professional Development at (919) 515-2261.

COURSES & EVENTS

january

ENERGY MANAGEMENT

1/5-9 Energy Management I: Managing Energy for Greater Profitability; Raleigh; \$1795

ENVIRONMENTAL, HEALTH AND SAFETY

1/14-16 OTI 503 Update for General Industry Outreach Trainers; Raleigh; \$525

1/20-23 OTI 510 Occupational Safety & Health Standards for the Construction Industry; Raleigh; \$695

1/26-28 24-Hour Hazardous Waste Site Worker (HAZWOPER); Raleigh; \$495

1/26-30 40-Hour Hazardous Waste Site Worker (HAZWOPER); Raleigh; \$725

1/29 8-Hour Hands-on HAZWOPER Refresher; Raleigh; \$225

ISO MANAGEMENT SYSTEMS

1/8 Failure Mode Effects Analysis; Raleigh; \$395

LEAN

1/13-14 Lean Office; Concord; \$795

1/28 Lean Office; Wilmington; \$350

SIX SIGMA

1/5-9 Plus 2 Black Belt Training with Minitab and JMP; Raleigh; \$6495

1/7 Six Sigma Executive Overview; Raleigh; \$145

march

ENERGY MANAGEMENT

3/2-6 Facilities Engineering Management (FEM) II; Raleigh; \$1695

ENVIRONMENTAL, HEALTH AND SAFETY

3/23-27 Manager of Environmental, Safety and Health (MESH) I; Raleigh; \$725

3/26 8-Hour HAZWOPER Refresher for Environmental Professionals; Raleigh; \$225

ISO MANAGEMENT SYSTEMS

3/3 Effective Problem Solving and Root Cause Analysis; Raleigh; \$325

3/30-4/3 RABQSA-Certified ISO 19001:2000 Lead Auditor Training; Greensboro; \$1595

LEAN

3/17 LEAN 100: Lean Manufacturing Principles with Factory Simulation; Raleigh; \$395

3/18 5S Visual Systems / Standardized Work; Raleigh; \$395

3/19 Value Stream Mapping 202; Raleigh; \$395

3/31-4/1 Lean Healthcare 200H; Rocky Mount; \$600

PERFORMANCE EXCELLENCE

3/11 2009 NC Performance Excellence Forum; Raleigh; \$295

PROJECT MANAGEMENT

3/2-4 Project Management: Tools, Principles, and Practices; Raleigh; \$1395

3/16-18 Managing Risks and Procurements in Projects; Raleigh; \$1395

3/31-4/1 Practical Project Management; Greensboro; \$795

SIX SIGMA

3/2-6/5 Six Sigma Black Belt Training with Minitab Software; Raleigh; \$10495

3/9-4/8 Six Sigma Green Belt Training; Wilmington; \$3995

3/10-13 Master Black Belt Module - Voice of the Customer for Business Innovation; Raleigh; \$2495

february

ENVIRONMENTAL, HEALTH AND SAFETY

2/9-11 Incident Command for Industrial Responders; Raleigh; \$595

2/17-20 OTI 2250 Principles of Ergonomics Applied to Musculoskeletal and Nerve Disorders; Raleigh; \$695

2/23-26 OTI 500 Trainer Course in OSHA Standards for Construction; Raleigh; \$695

ISO MANAGEMENT SYSTEMS

2/3 Introduction to ISO 9001 Requirements; Raleigh; \$325

2/4-5 ISO 9001 Internal Quality Auditing; Raleigh; \$525

LEAN

2/10-11 Total Productive Maintenance; Greensboro; \$795

2/19 Lean Healthcare 100H with Simulation; Raleigh; \$200

PROJECT MANAGEMENT

2/17-19 How to Communicate, Influence, and Negotiate in Project Management; Raleigh; \$1395

SIX SIGMA

2/3-6 Master Black Belt Module - Advanced Experimental Design; Raleigh; \$2495

2/17-20 Master Black Belt Module - Leadership Essentials for Effective Change Management; Raleigh; \$2495

2/23-3/26 Six Sigma Green Belt Training; Raleigh; \$3995

april

ENVIRONMENTAL, HEALTH AND SAFETY

4/7-9 HazMat Technician Training (24-Hour); Raleigh; \$595

4/20-24 Advanced MESH Environmental; Raleigh; \$995

4/27-30 OTI 511 Occupational Safety and Health Standards for General Industry and Manager of Environmental, Safety and Health (MESH) II; Raleigh; \$725

PERFORMANCE EXCELLENCE

4/15 Getting Acquainted with Performance Excellence Criteria; Raleigh; \$295

ISO MANAGEMENT SYSTEMS

4/1 Understanding ISO 14001; Raleigh; \$255

4/1-2 OHSAS 18001 Internal Auditor Training; Raleigh; \$495

4/1-2 ISO 14001 - Internal Auditor Training; Raleigh; \$495

LEAN

4/21-22 Lean Office; Raleigh; \$795

PROJECT MANAGEMENT

4/6-8 Team-Based Project Management; Raleigh; \$1395

4/27-29 PMP Examination Prep Course; Raleigh; \$1395

SIX SIGMA

4/14-17 Master Black Belt - Design for Six Sigma; Raleigh; \$2495

We have representatives located across North Carolina. Go to www.ies.ncsu.edu click the "Who We Are" tab and "Locations & Contacts" for an interactive map detailing our extension specialists.

IES is the outreach function of NC State University's College of Engineering. We help new businesses grow and good businesses get better. We work with industries from the coast to the mountains, from 1,000 feet underground to 30,000 feet up, and we deliver results in quality, productivity, safety, environmental protection, energy management, and top-line growth. In 2007, working with IES typically offered a return on investment of \$13 for every dollar spent by our client companies.

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Industrial Extension Service

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