

Courses/Seminars Taught

Statistical Thinking

Statistical Process Control (SPC)

Advanced Concepts in Statistical Process Control

Understanding Variation

Introduction to Controlled Comparisons
(Design Of Experiments)

Program Evaluation

Quality, Productivity and Competitive Position

Transformation & Deming's System of Profound
Knowledge

Planning and Managing the Transformation Process

Quality Improvement and Healthcare

Advanced Process Improvement Methods & Lean
Operations

Facilitating Process Improvement Teams

Humans Services Planning and Administration