

TRAINING AND SERVICES FROM JURAN



JURAN

Techniques for Service Organizations

Juran services bring widely recognized and proven techniques to large and small enterprises in the service industry. Whether it's through the deployment of improvement methods like Lean or Six Sigma or other services, we can help your organization achieve sustainable, breakthrough business results. Juran understands that each company is unique. Our consulting is customized and client specific. We offer on-site and virtual consulting, letting our clients determine what best suits their needs.

Our consulting services include:

- Developing strategic plans
- Coaching executives and management
- Developing operational excellence programs
- Conducting on-site qualitative and quantitative analyses
- Conducting process assessments
- Conducting employee skills assessments

Assessment Tools

Comprehensive Organizational Review for Excellence (CORE) Assessment. Juran's CORE Assessment is a tool to help clients worldwide measure system-wide performance with a common methodology, similar to the National Awards for Excellence in place in many countries around the globe. It is a 'quantitative assessment' used to measure and evaluate an organization's total business system against a set of global competencies and best practices. By conducting a CORE Assessment throughout an organization, the organization will gain a third party review of the critical processes that impact quality, performance, and customer satisfaction, as well as identify where changes should be made to maximize performance improvement results in business operations.

Quick Strike Global Assessment of Performance (GAP). This analysis is similar to what is described in the CORE Assessment, except that the scope is reduced to focus on specific elements of CORE. It is a 'qualitative assessment.' Juran gathers information through interviews and review of important company documentation. A written report will be prepared and presented to senior management. The report from a Quick Strike GAP Analysis uses a narrative format rather than the scoring format utilized in the CORE to capture strengths, deficiencies, and recommendations to improve on the deficiencies and build on the strengths.

Workshops and Web-based Training

Workshops. Juran offers highly effective, interactive, and comprehensive workshops. Typically they are held at your location. This provides an excellent opportunity for your organization to train and gain important interaction from participants. For organizations that have too few employees to train on-site, we offer public “open session” workshops. These workshops, scheduled around the globe, will prepare executives, managers, and team members with the practical skills and in-depth knowledge they need to achieve tangible, rapid results on the job.

Our portfolio of training includes:

- Lean Six Sigma
- Six Sigma
- Lean Principles and Tools
- Lean Value Stream Management
- 6S – We’ve added Safety to 5S
- Conducting Rapid Improvement Events
- Facilitating and Leading Improvement Teams (FLIT)
- Quality Improvement Tools Training
- Teaching Quality Improvement Tools
- Lean in Health Care
- Root Cause Corrective Action (RCCA) to Improve Compliance
- Q101: The Basics of Planning, Improving, Controlling Processes
- Product and Process Control Systems
- The Deployment Leader

Web-based Training. If you have many remote locations or just want to enhance your training programs, reduce training costs, and increase retention, you can use Juran’s e-Learning portal. Training Modules are interactive, complete with practice sessions on key points and tools, and allow organizations a cost-effective, self-paced training solution. e-Learning is available through individual purchases, license blocks, and enterprise licensing. Modules are fully SCORM and AICC compliant and are easily compatible with your current Learning Management System (LMS).

Customized Training Materials. Need a custom training workshop to demonstrate your brand, your culture, your terminology? Juran’s training materials contain superior academic and professional content complemented by industry specific examples. Our materials provide the knowledge needed for organizations to learn the techniques and tools to measure the results of their customer-focused initiatives, thus providing quantifiable value.

About Juran

Juran Institute

Juran was founded by Dr. J.M. Juran to provide innovative tools, techniques, and principles for attaining breakthroughs in quality. His mission was to help organizations around the world respond to the emerging needs of businesses and society. Juran Institute is a benchmarking, consulting, and training services firm that helps organizations implement performance excellence programs. We continually research best practice tools, methods, and technology to deliver the right training, at the right time, in the right way.

Juran Institute's services and products are delivered at your designated location – when you need them. Our areas of specialization include improving the quality of goods, services, and processes. We have provided our services to multiple for-profit organizations, non-profit government agencies, and health care systems for over 30 years. All of our services are customized to your culture, your language, and your needs. Our aim is to effectively transfer our knowledge to you, providing the self-sustaining know-how to achieve continuous, breakthrough business results long after we are gone.

Juran. The Right Training Partner for Your Organization.

Juran wants to be your training partner. Our services and training, publications, software, and support materials are unparalleled. We are adept at preparing your leaders, managers, and all levels of employees with the practical skills and in-depth knowledge they need to achieve tangible results on the job. The learning experience offered through our mentoring, training, and certifications is designed to enable our clients to accelerate their performance improvement efforts, deliver enhanced value to internal and external customers, and increase their organization's profitability.

We look forward to helping your organization improve processes, achieve efficiency in all endeavors, and increase customer satisfaction, so that your organization as a whole can earn a great return on its Juran Institute consulting and training investments.

If you have any questions or require further information, please contact:

Juran Institute, Inc.
555 Heritage Road, Suite 100
Southbury, CT 06488
Tel: (800) 338-7726
Fax: (203) 267-3446
info@juran.com

www.juran.com