

# TRAINING AND LICENSING SERVICES FROM JURAN



**JURAN**

# On-Site or Off-site Workshops

**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, and 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.

## Licensing

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.

Juran offers clients the opportunity to license our training materials and we will work with your organization to create a licensing strategy that fits your quality goals.

Licensing allows our clients to legally duplicate, distribute, customize, and/or translate the training materials, including associated worksheets, templates, and exercise data, for their internal use during the term of the license. Licensing can provide a cost-effective alternative to buying materials “off the shelf” or developing training internally. The concept is simple: Organizations that license our training have the legal right to reproduce the materials freely during the specified term of the license.

Some benefits of licensing include:

- The ability to provide on-demand training, exactly when you need it
- The freedom to customize the materials—from using your logo to inserting your examples—adapting the materials to ensure the training matches the organization’s culture and achieves the desired results
- Bundling more than one product into the license, thus ensuring a consistent, curriculum approach

We work with organizations to create a licensing strategy that fits their budget, timing, and quality goals. Juran provides all materials on CD giving you the ability to add or modify the materials as needed, include your own case examples and personalize with your company name, initiative, and logo. We can provide the assistance in customization of the materials. We can help you “jump start” the license with training and consulting support from Juran. And we offer periodic reviews from our consultants to assess and fine-tune your teams’ and trainees’ progress.

Juran has the capability and willingness to adapt and customize training materials to meet specific client needs. For example, we have word processing and graphics, language translation, and content customization capability, including the ability to conduct focus groups, videotaping, and multimedia events. We also have the ability to export content to Intranet websites.

Working with our clients, we are able to develop and insert specific organizational examples. We also have complete flexibility in tailoring, including, or excluding specific topics in the overall material. The process of customization is as follows:

- The organization's representative works with the Juran Product Development Department to scope the work. A detailed plan including topics to be changed, added, or deleted. Responsibility and a timeline is developed and approved by all. The work is priced and an agreement is developed.
- In addition, the organization is given the opportunity to license the product with set terms and conditions.

Juran adopts the “train-learn-apply-practice-master” approach to enable effective knowledge transfer to our clients. With licensing, Juran provides Train-the-Trainer on-site coaching sessions to help trainers gain mastery in using the materials. The program goes beyond the fundamentals of the subject matter, training participants on the skills essential to teaching and coaching groups for ongoing quality improvement. Trainers learn how to successfully teach a class from both subject matter and delivery perspectives. For our Lean Six Sigma materials, all participants in the Train-the-Trainer program must be Black Belt certified.

# 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:

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