CONNSTEP

TRAININGS & WORKSHOPS

Helping Connecticut Manufacturers

GROW.

IMPROVE.

SUCCEED.

CONNSTEP

Grow. Improve. Succeed.

WHO WE ARE

CONNSTEP understands the importance of growing skills and competencies at manufacturers to drive economic growth and innovation. Training is imperative given the rise of automation and the introduction of new technologies in order to stay competitive. That's why we offer a range of manufacturing training programs and events designed to help you stay ahead of the curve.

Our events are led by industry experts and cover a wide variety of topics, from lean manufacturing to quality management to supervisory techniques, and more. Whether you're a seasoned professional or just starting out in the industry, our experienced training experts provide the perfect way to gain new insights and hone your skills.

At **CONNSTEP**, we provide business consulting services that focus on identifying opportunities for growth, improving productivity, and ensuring our clients remain competitive in evolving market conditions.

CONNSTEP is Connecticut's official representative of the Manufacturing Extension Partnership (MEP), which is part of the National Institute of Standards and Technology (NIST), a Department of Commerce agency.

Focused on helping small and mid-sized manufacturers generate business results and thrive in today's technology-driven economy, the MEP National Network comprises 51 MEP Centers located in all 50 states and Puerto Rico, and its 1,400 trusted advisors and experts at approximately 450 MEP service locations, providing any U.S. manufacturer with access to resources they need to succeed.

PART OF THE

MEP
National
Network™

TRAINING & EVENTS

Includes:

- **CONTINUOUS IMPROVEMENT CHAMPION CERTIFICATION (CICC)**

- **QUALITY ESSENTIALS PROGRAM (QEP)**

- **SUPERVISOR BOOTCAMP**

- **TRAINING WITHIN INDUSTRY-JOB INSTRUCTION (TWI-JI)**

- **TRAINING WITHIN INDUSTRY-JOB RELATIONS (TWI-JR)**

- **CMMC BOOTCAMP**

- **PRICING**

Events & Training Schedule

- **connstep.org/events**

CONTINUOUS IMPROVEMENT CHAMPION CERTIFICATION (CICC)

Streamline Your Workflow & Eliminate Waste

Educating and training your manufacturing employees is essential in order to sustain and improve established processes. With older workers retiring in increasing numbers, train your younger, up and coming employees with the knowledge and know-how of continuous improvement.

CONNSTEP'S CONTINUOUS IMPROVEMENT CHAMPION CERTIFICATION (CICC) PROGRAM OFFERS LEAN TRAINING THAT:

- *Immediately advances employee skills, knowledge and productivity*
- *Contributes to efficiently streamlining production processes*
- *Eliminates waste and non-value added activities in your business*

EACH PARTICIPANT IN THE CICC PROGRAM ACHIEVES A THOROUGH UNDERSTANDING OF THE BENEFITS OF PROCESS IMPROVEMENT WITH OUR:

- *"Learn It – Do It" teaching approach*
- *Experiential classroom activities*
- *Personalized mentored Lean projects*

Course Resources
VIEW OR DOWNLOAD HERE

CONNSTEP Client Zendex Tool: Lean Journey Begins

VIEW VIDEO

CONNSTEP CLIENT ZENDEX TOOL: LEAN JOURNEY BEGINS

VIEW COURSE BROCHURE

LEARN MORE ABOUT THE CURRICULUM

This course provides comprehensive exposure to the principles and practices needed to develop and sustain a Lean Enterprise. You will receive immediate reinforcement of the classroom learning by applying your training to a real-life project within your organization. Together with on-site mentoring and knowledge assessments, this approach dramatically reduces the timeframe from training to bottom-line results, providing greater value to your company.

CONNSTEP'S Lean Consultants have designed 10 modules that are essential to your understanding of the principles and practices of Lean Continuous Improvement. Upon successfully completing the program and on-site project, you will receive a Continuous Improvement Champion Certificate awarded by CONNSTEP, Connecticut's representative of the Manufacturing Extension Partnership (MEP) National Network.

Past participants have made immediate contributions to their organizations by identifying areas of waste to eliminate and making vast improvements in their lead and cycle times, WIP, and quality which all lead to greater efficiencies and tremendous savings to the bottom line.

Continuous Improvement Champion Certification (CICC)

COURSE TOPICS

- **LEAN PRINCIPLES & PRACTICES**
- **PROBLEM SOLVING & MISTAKE PROOFING**
- **5S & VISUAL MANAGEMENT**
- **LEAN OFFICE**
- **SET-UP REDUCTION**
- **CELLULAR DESIGN**
- **KAIZEN, TEAM DEVELOPMENT & FACILITATION**
- **TWI-JR: TRAINING WITHIN INDUSTRY-JOB RELATIONS**
- **STANDARD WORK**
- **KANBAN/PULL SYSTEMS**
- **TWI-JI: TRAINING WITHIN INDUSTRY-JOB INSTRUCTION**
- **TOTAL PRODUCTIVE MAINTENANCE (TPM)**
- **GREEN MANUFACTURING**
- **LEAN SUPPLY CHAIN**
- **PERFORMANCE MEASUREMENT & MANAGEMENT**

Working with CONNSTEP and becoming more knowledgeable about Lean manufacturing and continuous improvement was transformative for our company. We needed to make changes and with their guidance we are in a much better competitive position for the future.

DEAN COCCARO, VICE PRESIDENT OF OPERATIONS
Zendex Tool, Danbury, CT

THE CERTIFICATION PROCESS FOR THE CICC PROGRAM IS AS FOLLOWS:

- Attend and participate in all classes
- Complete an impactful project utilizing the Lean methodology
- Ongoing mentor assessments
- Instructor review of progress
- Awarding of certificates & CICC Shirts:

1.) Participants present their projects on the last day of classes and receive a certificate noting their successful completion of classroom requirements.

2.) Within 90 calendar days of classroom completion, participants must submit their project summary report with measurable results (validated by their sponsor) and will receive certification as a Continuous Improvement Champion.

Not sure how CICC will impact your company operations? E-mail us for more testimonials, impact results, or more information!

QUALITY ESSENTIALS PROGRAM (QEP)

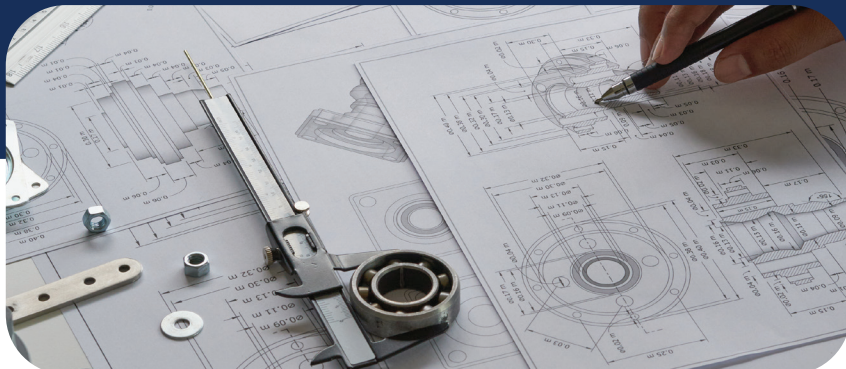## Build & Sustain High-Quality Standards for Your Business

Maintaining the highest quality standards is critical in every manufacturing organization. The success of your business operations is contingent on your quality reputation in the industry.

CONNSTEP's Quality Essentials Program (QEP) is designed to address the growing need for skilled quality workers in manufacturing. QEP is led by our team of instructors with years of quality management experience. Program participants learn essential quality concepts, tools, and tasks.

Each workshop is held once a week over a consecutive five-week period.

Provide your workforce with the tools and techniques required to ensure the quality reputation of your products with QEP. When you build quality into your workflow you:

- *Reduce errors*

- *Eliminate bad parts*

- *Ensure product integrity*

- *Improve customer satisfaction*

Quality Essentials Program (QEP)

Program Curriculum

QUALITY MANAGEMENT SYSTEMS & BASIC AUDIT PRINCIPLES

Learn the basics of Quality Management Systems including ISO9001:2015 and AS9100 Rev D and audit principles used when conducting audits of quality systems adhering to these standards.

WORKPLACE SKILLS

Learn the core professional skills relevant to working in a manufacturing environment, including effective communication and conflict management.

PRINT READING FOR MANUFACTURING & MEASUREMENT FOR MANUFACTURING

Learn information and skills needed to perform measurements in manufacturing quality control environments using tools such as micrometers and gauge blocks as well as interpreting prints commonly encountered in manufacturing quality control environments

PROBLEM SOLVING USING PDCA, A3, RCA

Discover Plan-Do-Check-Act (PDCA), A3, and Root Cause Analysis (RCA) to effectively solve problems in the workplace.

MISTAKE PROOFING

Participants will learn how to improve their quality control by using tools and techniques that eliminate defects at the source.

"I did not have a lot of quality experience but after taking the QEP classes, I realized I did not need to blow up everything we already had in place. You work with what you have and make changes from there. It's an evolution of change."

ALISON CAREY-LYNCH, DIRECTOR OF QUALITY & EXTERNAL RELATIONS

Carey Manufacturing, Cromwell, CT

Case Study
VIEW HERE

VIEW CASE STUDY

QUALITY TRAINING HELPS INTEGRATE QUALITY MANAGEMENT SYSTEM INTO ENTIRE ORGANIZATION TO DRIVE CONTINUOUS IMPROVEMENT

SUPERVISOR BOOTCAMP

Be Better Equipped to Lead & Manage People

CONNSTEP's Supervisor Bootcamp workshop series is designed to equip you with the skills and knowledge necessary to become an effective and successful supervisor. As a supervisor, you play a critical role in the success of your team and the organization as a whole. The workshops explore various aspects of supervision, from leadership and communication to delegation and conflict resolution.

Through a combination of presentations, interactive activities, and best practices, you will gain practical tools and strategies to manage your team effectively and achieve your goals. You'll also learn about key principles of Lean Awareness, recognizing obstacles to workflow and waste in your processes.

Each workshop is held once a week over a consecutive seven-week period.

INTENDED AUDIENCE:

- *Supervisors*
- *Managers*
- *Foremen*
- *Team Leads*
- *New/Emerging Leaders*
- *Anyone seeking to elevate their existing leadership skills, build a firm foundation for future growth, and positively impact their company's performance and profitability.*

"After the CONNSTEP training, I felt that each employee strengthened their capability as a supervisor. It shows in their confidence to lead others and the processes they have implemented in their departments. It also sends a message to everyone in the company that we care about your career growth and will keep supporting you in your roles."

KATTY GARCIA, GENERAL MANAGER,

Siftex Equipment Company

Case Study
VIEW HERE

Elevated Supervisory Skills Add to Performance & Productivity

VIEW CASE STUDY

ELEVATED SUPERVISORY SKILLS ADD TO PERFORMANCE & PRODUCTIVITY

Supervisor Bootcamp

PROBLEM SOLVING – PDCA

Learn a problem-solving technique using a structured and systematic approach to the PDCA (Plan, Do, Check, Act) model. This process is geared toward improving quality, exposing waste, improving operational efficiency, and establishing metrics that promote the right behavior.

EFFECTIVE SUPERVISORY STYLE

Participants will use a variety of tools and assessments to help them achieve awareness and understanding of their supervisory style, their strengths, and the areas in need of further development. You'll discover what makes a good boss and a bad boss, and how to utilize different styles and techniques to motivate top performance.

COMMUNICATION

Develop stronger communication skills to ensure greater respect for you and your role at the company. Learn how to be an active listener, give and receive feedback, convey decisions, and take decisive actions. By fostering and maintaining healthy working relationships, you'll prevent problems from occurring and earn the loyalty and cooperation of others.

MANAGING CONFLICTS & TEAM FACILITATION

Managing Conflicts reviews effective conflict resolution strategies to establish a more cohesive and productive work environment. You'll gain awareness of your typical approach to dealing with conflicts and build up your skill of assertiveness. Will address real-life scenarios as well as managing up and managing your peers.

Team Facilitation discusses how to build an effective team, evaluate the performance of how your current team functions, with an eye toward improving overall effectiveness, including planning and running productive meetings. Also learn how to establish foundations for strengthening and maintaining your job relations with others.

TIME MANAGEMENT

Learn about setting priorities, delegating work, and how to develop a proactive management methodology that enables people to complete more work in a shorter period of time. This involves using the process of planning and allocating how much time is required for each specific task. Explore the role of the supervisor and how you should be spending your time.

COACHING & MOTIVATING PEOPLE FOR IMPROVED PERFORMANCE

Transition to a supervisory role with effective management styles and strategies that influence and motivate others for improved performance. Work on understanding what drives and inspires employees and how to coach underperformers up to where they are able meet expectations. Learn about going from working side-by-side with your colleagues, sharing similar responsibilities, challenges, and frustrations, to the person who needs to supervise and guide the same individuals.

LEAN AWARENESS PERFORMANCE MEASUREMENT & MANAGEMENT

Learn to recognize obstacles to workflow and waste in your processes, key principles of Lean Awareness. You will also be provided with best practices for using the right set of metrics to effectively manage, measure and monitor your organization's performance and drive the right behaviors.

TRAINING WITHIN INDUSTRY
JOB INSTRUCTION (TWI-JI)

Learn How to Perform Jobs Correctly & Safely

TWI-JI is ideal for individuals who are responsible for training others or managing training programs; those with specific skill sets that must be multiplied through the rest of the workforce, such as workers nearing retirement.

This program takes place on three consecutive weekdays.

LEARNING OUTCOMES FROM THE TWI-JI COURSE:

- *Establish the most reliable procedures for each process of your production workflow*
- *Improve training capabilities to facilitate greater speed to market*
- *Build existing employee skills and flexibility through cross training*
- *Identify risks and mitigate exposure in areas that might be shut down if a key employee were unavailable*
- *Increase hiring pool with ability to train those without manufacturing experience*
- *Earn an official 10-hour TWI Trainer certificate*

Course Resources
VIEW OR DOWNLOAD HERE

6 FAQ's About Training Within Industry-Job Instruction (TWI-JI)

VIEW VIDEO

6 FAQ'S ABOUT TWI-JI

Training Within Industry (TWI) Job Instruction (JI) teaches essential job training skills for anyone who directs the work of others, such as supervisors and team leaders. Benefits include higher production, better quality, increased safety and lower costs.

Job Instruction is a standardized program of TWI that establishes a single best way for doing a job and allows a trainer to transfer knowledge to a learner more quickly while also verifying comprehension.

This course includes two-hour mentoring session at participant's facility after course completion to reinforce training.

TRAINING WITHIN INDUSTRY
JOB RELATIONS (TWI-JR)

Build Trust & Engagement with Your Workforce

TWI-JR is ideal for new supervisors or managers and those looking to reinforce their managerial skills. These train-the-trainer sessions ensure supervisors have the skills they need to effectively lead employees, prevent problems, and earn the loyalty and cooperation from your workforce.
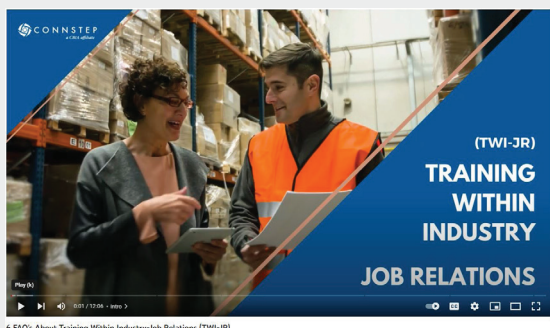
This program takes place on three consecutive weekdays.

LEARNING OUTCOMES FROM THE TWI-JR COURSE:

- *Ability to deal with people-related issues in a productive manner*
- *Proactively prevent problems from occurring*
- *Create a foundation of positive employee relations*
- *Earn loyalty and cooperation from your workforce*
- *Earn an official 10-hour TWI Trainer certificate*

Course Resources
VIEW OR DOWNLOAD HERE

6 FAQ's About Training Within Industry-Job Relations (TWI-JR)

VIEW VIDEO
6 FAQ'S ABOUT TWI-JR

Training Within Industry (TWI) Job Relations (JR) teaches supervisors and team leaders the basics of consensus-building and individual problem-solving. It involves following a logical, common sense approach to tackling issues with your workforce.

Job Relations is a standardized program of TWI that helps supervisors improve their ability to lead people and promote teamwork, enabling them to be the best at their job. TWI-JR provides supervisors with the skills to prevent many problems from occurring while those that do happen are more effectively resolved.

This course includes two-hour mentoring session at participant's facility after course completion to reinforce training.

CMMC BOOTCAMP
(CYBERSECURITY MATURITY MODEL CERTIFICATION)

Mastering the CMMC Requirements Implementation

The Defense Industrial Base (DIB) sector is the target of increasingly frequent and sophisticated cyberattacks. In response, the DoD is installing the Cybersecurity Maturity Model Certification (CMMC) 2.0 program designed to safeguard American innovation and national security information.

This initiative requires all contractors and subcontractors participating in DoD contracts at any tier of the supply chain to fully implement the CMMC practices by the beginning of 2025 to be eligible for DoD work.

CONNSTEP, the NIST Manufacturing Extension Partnership (MEP) regional authority, will conduct five (5) consecutive half-day workshop training sessions that will guide participants in the implementation of NIST SP 800-171 practices to improve the Department of Defense Supplier Performance Risk System (SPRS) compliance score and drive preparedness for CMMC 2.0 Level 2 audit.

Each workshop is held once a week over a consecutive five-week period.

Workshop Sessions

SESSION 1

- UNDERSTAND THE CMMC 2.0 PROPOSED RULE REQUIREMENTS, ROLLOUT TIMELINE, AND IMPACT ON SUBCONTRACTORS IF NOT COMPLIANT.

- LEARN HOW TO IDENTIFY AND MARK CUI/FCI.

- HANDS-ON EXERCISES TO MAP THE CUI/FCI DATA FLOW THROUGH AN ORGANIZATION AND DEVELOP SCOPING DOCUMENTATION.

- INTRODUCTION TO CYBERSECURITY POLICIES, PROCEDURES, BEST PRACTICES, AND EFFECTIVE IMPLEMENTATION THROUGHOUT THE ORGANIZATION

- 3.1 ACCESS CONTROL DOMAIN REQUIREMENTS DISCUSSION

Policies and Procedures customizable templates will be provided. Learning exercises to modify the procedures will be conducted throughout the five sessions.

SESSION 2

- LEARN CMMC ASSESSMENT METHODS AND THE ROLE OF COMPLIANCE EVIDENCE DOCUMENTATION.

- DISCUSS THE DEVELOPMENT OF THE PLAN OF ACTION & MILESTONES (POAM) AND SYSTEM SECURITY PLAN (SSP) DOCUMENTS.

- REQUIREMENTS DISCUSSION FOR DOMAINS:

  - 3.12 SECURITY ASSESSMENT

  - 3.9 PERSONNEL SECURITY DOMAIN

  - 3.5 IDENTIFICATION & AUTHENTICATION

SSP and POAM customizable templates will be provided.

SESSION 3

- LEARN THE ROLE OF THE CHANGE CONTROL BOARD (CCB) AND AUTHORIZATIONS

- GAIN AN UNDERSTANDING OF THE REQUIREMENTS IN DOMAINS:

  - 3.4 CONFIGURATION MANAGEMENT DOMAIN

  - 3.3 AUDIT & ACCOUNTABILITY

  - 3.10 PHYSICAL PROTECTION

  - 3.8 MEDIA PROTECTION DOMAINS

- DEVELOP A SCHEDULE FOR CONTINUOUS MAINTENANCE IMPROVEMENTS AND UPDATES.

SESSION 4

- UNDERSTAND THE REQUIREMENTS OF AN INCIDENT RESPONSE PLAN (IRP) AND REPORTING TO AUTHORITIES.

- REQUIREMENTS DISCUSSION FOR DOMAINS:

  - 3.6 INCIDENT RESPONSE DOMAINS

  - 3.7 MAINTENANCE

  - 3.11 RISK ASSESSMENT

- DISCUSS RISK ASSESSMENT AND RISK MANAGEMENT METHODOLOGIES AND PROCEDURES.

IRP and Risk Management customizable templates will be provided.

SESSION 5

- LEARN ABOUT THE IMPLEMENTATION BEST PRACTICES OF DOMAINS:

  - 3.2 AWARENESS & TRAINING DOMAINS

  - 3.13 SYSTEM & COMMUNICATIONS PROTECTION DOMAINS

  - 3.14 SYSTEM & INFORMATION DOMAINS

  - REVIEW CUSTOMIZED CYBERSECURITY PROCEDURES.

- DISCUSS EMPLOYEE TRAINING ON COMPANY SECURITY POLICIES, EFFECTIVE TECHNIQUES, AND IMPLEMENTATION BEST PRACTICES.

INTENDED AUDIENCE:

Any company that currently holds, or anticipates obtaining, a contract with the DoD requiring compliance with DFARS 252.205-7012, or supplies products to the DoD, should attend this training.

It is intended for individuals responsible for overseeing the company's cybersecurity compliance program, including Business Owners, Management Staff, and Senior Leadership.

Whether your cybersecurity efforts are in the initial stages or well underway in implementing compliance requirements, this training is important for you and your organization.

PRICING

CONTINUOUS IMPROVEMENT CHAMPION CERTIFICATION (CICC)

Price: $6,155 (plus tax) for single registration, with a $500 discount per ticket for multiple participants from the same organization.

Registration fees include all course materials, breakfast, and lunch for each classroom session.

QUALITY ESSENTIALS PROGRAM (QEP)

Price: $4,065 (plus tax) for single registration, with a $300 discount for multiple participants from the same organization. Payment in full at the time of registration.

Registration fees include all course materials, breakfast, and lunch for each classroom session.*

Registration is transferable; substitutions may be made up to 48 hours prior to the start of the course.

SUPERVISOR BOOTCAMP

Price: Regular registration fee: $2,500. Payment in full at the time of registration.

Registration fees includes all course materials and breakfast for each classroom session.*

TRAINING WITHIN INDUSTRY-JOB INSTRUCTION (TWI-JI) & TRAINING WITHIN INDUSTRY-JOB RELATIOJNS (TWI-JR)

Price: $1,500 for single registration. Payment in full at the time of registration.

Registration fee includes all course materials, refreshments at each classroom session.*

Includes the two-hour mentoring session at the participant's facility after course completion to reinforce training.

CMMC BOOTCAMP
(CYBERSECURITY MATURITY MODEL CERTIFICATION)

Price: Regular registration fee: $1,995. Payment in full at the time of registration.

Registration fees includes all course materials and breakfastfor each classroom session.*

ADDITIONAL RESOURCES

CONNSTEP.ORG/RESOURCES/DOWNLOADS-MATERIALS/

CONNSTEP

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