

Administrative Specialist
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Student services				
Research				
Academic programs				
Educational/community outreach				
University business/administrative operations				
		Achieving Organizational Excellence Through Critical Thinking		
		Critical Thinking Strategies Simulation	PD0250	<u>0.5</u>
		The Role of Critical Thinking in Organizations	PD0251	<u>4</u>
		Developing Fundamental Critical Thinking Skills	PD0252	<u>3</u>
		Critical Thinking Skills for Managing	PD0254	<u>3.5</u>
		Business Execution		
		Business Execution Simulation	LEAD0150	<u>0.5</u>
		Business Execution in Action	LEAD0153	<u>5</u>
		Creating High-performance On-site and Virtual Teams		
		Facilitating On-site and Virtual Teams	TEAM0154	<u>4.5</u>
		Getting Results Without Authority		
		Building Relationships to Get Results	COMM0511	<u>2.5</u>
		Going from Management to Leadership		
		Communicating as a Leader	LEAD0145	<u>4.5</u>
		Inbound Call Center Management		
		Inbound Call Centers: People Management	CUST0213	<u>3</u>
		ISO 9000:2000 Overview		
		Processes for Quality Products and Services	OPER0405	<u>4</u>
		Lean Manufacturing		
		Final Exam: Lean Manufacturing	FE0003_eng	<u>0</u>
		Lean Logic	OPER0151	<u>4</u>
		Lean Value	OPER0152	<u>4</u>
		Lean Techniques	OPER0153	<u>6</u>
		Lean Strategies	OPER0154	<u>4.5</u>
		Logistics Management		
		Overview of Logistics Management	OPER0321	<u>3.5</u>
		Inventory Management	OPER0322	<u>3</u>
		Supply Chain Management	OPER0323	<u>3</u>
		Managing A Customer-Focused Department		
		Bridge The Expectations Gap	CUST0173	<u>4.5</u>
		Managing Customer-Driven Process Improvement		
		Managing Customer-Driven Process Improvement Simulation	OPER0120	<u>0.5</u>
		Why Customer Driven?	OPER0121	<u>2.5</u>
		Translating Requirements into Process Goals	OPER0123	<u>3.5</u>
		Understanding Processes	OPER0124	<u>2.5</u>
		Implementing Improvements	OPER0125	<u>2.5</u>
		Managing Process Improvements	OPER0126	<u>3</u>
		Managing Software Project Outsourcing		

Administrative Specialist
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
		Measuring Project Outsourcing Success	232292_ENG	<u>3</u>
		Managing Technical Professionals		
		Attracting, Motivating, and Retaining Technical Professionals	MGMT0292	<u>3.5</u>
		Mentoring Assets		
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	mntcapm3ed	<u>0</u>
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	mntpmp3ed	<u>0</u>
		Moving from Technical Professional to Management		
		Transitioning From Technical Professional to Management	MGMT0120	<u>0.5</u>
		Process Management Skills	MGMT0123	<u>4.5</u>
		From Technical Professional to Leadership Simulation	MGMT012S	<u>0.5</u>
		Program Management (PMI Standard-aligned)		
		Program Lifecycle and Organization	proj_02_a02_bs_enus	<u>2.5</u>
		Program Management Processes and the Initiating Process Group	proj_02_a03_bs_enus	<u>1.5</u>
		Program Planning	proj_02_a04_bs_enus	<u>2.5</u>
		The Execution Process Group	proj_02_a05_bs_enus	<u>1.5</u>
		Monitoring, Controlling, and Closing Programs	proj_02_a06_bs_enus	<u>2</u>
		Project Management for Non-Project Managers		
		Managing a Project	proj_01_a04_bs_enus	<u>2.5</u>
		Project Procurement Management (PMBOK® Guide - Third Edition-aligned)		
		Project Procurement Management Simulation	PROJ0600	<u>0.5</u>
		Planning Project Procurement and Requesting Seller Responses	PROJ0601	<u>2.5</u>
		Choosing Sellers and Administering and Closing Contracts	PROJ0602	<u>2.5</u>
		Six Sigma Black Belt: Design for Six Sigma Black Belt		
		Quality Function Deployment (QFD)	oper_02_a01_bs_enus	<u>2</u>
		Robust Design and Process	oper_02_a02_bs_enus	<u>3</u>
		Failure Mode and Effect Analysis	oper_02_a03_bs_enus	<u>2</u>
		Design for X (DFX)	oper_02_a04_bs_enus	<u>2</u>
		Special Design Tools	oper_02_a05_bs_enus	<u>2</u>
		Six Sigma Black Belt: The Lean Enterprise		
		Lean Concepts	oper_01_a01_bs_enus	<u>3.5</u>
		Non-value added Steps and Tasks	oper_01_a02_bs_enus	<u>3</u>
		Lean Tools	oper_01_a03_bs_enus	<u>3</u>
		Total Productive Maintenance (TPM)	oper_01_a04_bs_enus	<u>2.5</u>
		Six Sigma Deployment		
		Six Sigma and the Corporate Enterprise	OPER0161	<u>2.5</u>
		Leadership in Six Sigma	OPER0162	<u>3</u>

Administrative Specialist
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
		Organizational Goals and Objectives	OPER0163	<u>2</u>
		History of Organizational Improvement and the Foundations of Six Sigma	OPER0164	<u>2</u>
		Overview of Business Process Management	OPER0165	<u>2.5</u>
		The Importance of Metrics to Six Sigma	OPER0166	<u>1.5</u>
Six Sigma Foundations				
		Final Exam: Six Sigma Foundations	fe0001_eng	<u>0</u>
		Six Sigma Introduction	OPER0131	<u>3.5</u>
Six Sigma Team Implementation				
		Six Sigma Team Implementation	BLTOP014	<u>0</u>
		Final Exam: Six Sigma Team Implementation	fe0002_eng	<u>0</u>
		Six Sigma: Reducing Variation to Improve Quality	OPER0141	<u>4</u>
		Six Sigma: Listening to the Voice of the Customer	OPER0142	<u>5.5</u>
		Six Sigma DMAIC: Defining the Problem	OPER0143	<u>4</u>
		Six Sigma DMAIC: Measuring the Process	OPER0144	<u>5</u>
		Six Sigma DMAIC: Analyzing the Data	OPER0145	<u>5.5</u>
		Six Sigma DMAIC: Analyzing the Process	OPER0146	<u>3</u>
		Six Sigma DMAIC: Improving the Process	OPER0147	<u>4.5</u>
		Six Sigma DMAIC: Controlling the Improved Process	OPER0148	<u>4</u>
Six Sigma: Champion Training				
		Introduction to Six Sigma	oper_03_a01_bs_enus	<u>3</u>
		Six Sigma Process Improvement	oper_03_a02_bs_enus	<u>3</u>
		Six Sigma Projects and Project Teams	oper_03_a03_bs_enus	<u>2.5</u>
		Managing and Deploying Six Sigma	oper_03_a04_bs_enus	<u>3.5</u>
Six Sigma: The Analyze Phase Course				
		Exploratory Data Analysis	OPER0251	<u>2.5</u>
		Hypothesis Testing	OPER0252	<u>2.5</u>
		Common Tests	OPER0253	<u>3</u>
		Variance, Contingency Tables, and Nonparametric Tests	OPER0254	<u>2.5</u>
Six Sigma: The Control Phase				
		Six Sigma--Statistical Process Control	OPER0221	<u>1.5</u>
		Control Charts and the Pre-control Process	OPER0222	<u>2</u>
		Six Sigma--Lean Tools for Control	OPER0223	<u>2</u>
		Six Sigma--Measurement System Re-analysis	OPER0224	<u>2.5</u>
Six Sigma: The Define Phase				
		Define the Six Sigma Opportunity	OPER0171	<u>3</u>
		The Six Sigma Project Charter and Plan	OPER0172	<u>2</u>

Administrative Specialist
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
		Six Sigma Team Leadership	OPER0173	<u>3</u>
		Six Sigma Team Dynamics and Performance	OPER0174	<u>3</u>
		The Six Sigma Change Agent	OPER0175	<u>2.5</u>
		Six Sigma Management and Planning Tools	OPER0176	<u>1.5</u>
		Six Sigma and the Voice of the Customer	OPER0177	<u>2</u>
		Six Sigma and Critical Customer Requirements	OPER0178	<u>2</u>
		Defining and Mapping the Six Sigma Process	OPER0179	<u>2.5</u>
		Scoping the Six Sigma Project	OPER0181	<u>3</u>
		Six Sigma: The Improve Phase		
		Design of Experiments (DOE)	OPER0211	<u>2</u>
		Design and Analysis	OPER0212	<u>2</u>
		Taguchi and Quality Improvement	OPER0213	<u>2</u>
		Experimenting for Process Improvement	OPER0214	<u>2</u>
		Six Sigma: The Measurement Phase		
		Process Analysis and Documentation	OPER0191	<u>2.5</u>
		Probability and Statistics	OPER0192	<u>2</u>
		Collecting and Summarizing Data	OPER0193	<u>2.5</u>
		Properties and Applications of Probability Distributions	OPER0194	<u>1.5</u>
		Measurement Systems	OPER0195	<u>2</u>
		Analyzing Process Capability	OPER0196	<u>2</u>
		Calculating Process Capability	OPER0197	<u>1.5</u>
		Supply Chain Management		
		The Fundamentals of Supply Chain Management	OPER0501	<u>2</u>
		Supply Chain Management Strategies	OPER0502	<u>5.5</u>
		Supply Chain Planning and Inventory Management	OPER0503	<u>5</u>
		Supply Chain Management and e-Business	OPER0504	<u>4</u>
		Supply Chain Transportation and Facility Design	OPER0505	<u>4.5</u>
		Systems Thinking in the 21st Century		
		Building a Healthy System	STGY0402	<u>2.5</u>