

Facilities Services - Maintenance, Operations and Utilities Supervisor
Core Competencies

Behavior	Series	Course Title	Course #	Approx. Duration
		Staff and operations supervision		
		Strategic and long range planning and implementation		
		Analysis and interpretation of rules and regulations		
		Creating and managing budgets		
		Achieving Organizational Excellence Through Critical Thinking		
		Critical Thinking Strategies Simulation	PD0250	0.5
		The Role of Critical Thinking in Organizations	PD0251	4
		Developing Fundamental Critical Thinking Skills	PD0252	3
		Critical Thinking Skills for Managing	PD0254	3.5
		Business Execution		
		Business Execution Simulation	LEAD0150	0.5
		Business Execution in Action	LEAD0153	5
		Creating High-performance On-site and Virtual Teams		
		Facilitating On-site and Virtual Teams	TEAM0154	4.5
		Getting Results Without Authority		
		Building Relationships to Get Results	COMM0511	2.5
		Going from Management to Leadership		
		Communicating as a Leader	LEAD0145	4.5
		Inbound Call Center Management		
		Inbound Call Centers: People Management	CUST0213	3
		ISO 9000:2000 Overview		
		Processes for Quality Products and Services	OPER0405	4
		Lean Manufacturing		
		Final Exam: Lean Manufacturing	FE0003_eng	0
		Lean Logic	OPER0151	4
		Lean Value	OPER0152	4
		Lean Techniques	OPER0153	6
		Lean Strategies	OPER0154	4.5
		Logistics Management		
		Overview of Logistics Management	OPER0321	3.5
		Inventory Management	OPER0322	3
		Supply Chain Management	OPER0323	3
		Managing A Customer-Focused Department		
		Bridge The Expectations Gap	CUST0173	4.5
		Managing Customer-Driven Process Improvement		
		Managing Customer-Driven Process Improvement Simulation	OPER0120	0.5
		Why Customer Driven?	OPER0121	2.5
		Translating Requirements into Process Goals	OPER0123	3.5
		Understanding Processes	OPER0124	2.5
		Implementing Improvements	OPER0125	2.5
		Managing Process Improvements	OPER0126	3
		Managing Software Project Outsourcing		
		Measuring Project Outsourcing Success	232292_ENG	3
		Managing Technical Professionals		
		Attracting, Motivating, and Retaining Technical Professionals	MGMT0292	3.5
		Mentoring Assets		
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	mntcapm3ed	0
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	mntpmp3ed	0

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Moving from Technical Professional to Management			
	Transitioning From Technical Professional to Management	MGMT0120	0.5
	Process Management Skills	MGMT0123	4.5
	From Technical Professional to Leadership Simulation	MGMT012S	0.5
Program Management (PMI Standard-aligned)			
	Program Lifecycle and Organization	proj_02_a02_bs_enus	2.5
	Program Management Processes and the Initiating Process Group	proj_02_a03_bs_enus	1.5
	Program Planning	proj_02_a04_bs_enus	2.5
	The Execution Process Group	proj_02_a05_bs_enus	1.5
	Monitoring, Controlling, and Closing Programs	proj_02_a06_bs_enus	2
Project Management for Non-Project Managers			
	Managing a Project	proj_01_a04_bs_enus	2.5
Project Procurement Management (PMBOK® Guide - Third Edition-aligned)			
	Project Procurement Management Simulation	PROJ0600	0.5
	Planning Project Procurement and Requesting Seller Responses	PROJ0601	2.5
	Choosing Sellers and Administering and Closing Contracts	PROJ0602	2.5
Six Sigma Black Belt: Design for Six Sigma Black Belt			
	Quality Function Deployment (QFD)	oper_02_a01_bs_enus	2
	Robust Design and Process	oper_02_a02_bs_enus	3
	Failure Mode and Effect Analysis	oper_02_a03_bs_enus	2
	Design for X (DFX)	oper_02_a04_bs_enus	2
	Special Design Tools	oper_02_a05_bs_enus	2
Six Sigma Black Belt: The Lean Enterprise			
	Lean Concepts	oper_01_a01_bs_enus	3.5
	Non-value added Steps and Tasks	oper_01_a02_bs_enus	3
	Lean Tools	oper_01_a03_bs_enus	3
	Total Productive Maintenance (TPM)	oper_01_a04_bs_enus	2.5
Six Sigma Deployment			
	Six Sigma and the Corporate Enterprise	OPER0161	2.5
	Leadership in Six Sigma	OPER0162	3
	Organizational Goals and Objectives	OPER0163	2
	History of Organizational Improvement and the Foundations of Six Sigma	OPER0164	2
	Overview of Business Process Management	OPER0165	2.5
	The Importance of Metrics to Six Sigma	OPER0166	1.5
Six Sigma Foundations			
	Final Exam: Six Sigma Foundations	fe0001_eng	0
	Six Sigma Introduction	OPER0131	3.5
Six Sigma Team Implementation			
	Six Sigma Team Implementation	BLTOP014	0
	Final Exam: Six Sigma Team Implementation	fe0002_eng	0
	Six Sigma: Reducing Variation to Improve Quality	OPER0141	4
	Six Sigma: Listening to the Voice of the Customer	OPER0142	5.5
	Six Sigma DMAIC: Defining the Problem	OPER0143	4
	Six Sigma DMAIC: Measuring the Process	OPER0144	5
	Six Sigma DMAIC: Analyzing the Data	OPER0145	5.5
	Six Sigma DMAIC: Analyzing the Process	OPER0146	3
	Six Sigma DMAIC: Improving the Process	OPER0147	4.5
	Six Sigma DMAIC: Controlling the Improved Process	OPER0148	4
Six Sigma: Champion Training			

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	Introduction to Six Sigma	oper_03_a01_bs_enus	3
	Six Sigma Process Improvement	oper_03_a02_bs_enus	3
	Six Sigma Projects and Project Teams	oper_03_a03_bs_enus	2.5
	Managing and Deploying Six Sigma	oper_03_a04_bs_enus	3.5
Six Sigma: The Analyze Phase Course			
	Exploratory Data Analysis	OPER0251	2.5
	Hypothesis Testing	OPER0252	2.5
	Common Tests	OPER0253	3
	Variance, Contingency Tables, and Nonparametric Tests	OPER0254	2.5
Six Sigma: The Control Phase			
	Six Sigma--Statistical Process Control	OPER0221	1.5
	Control Charts and the Pre-control Process	OPER0222	2
	Six Sigma--Lean Tools for Control	OPER0223	2
	Six Sigma--Measurement System Re-analysis	OPER0224	2.5
Six Sigma: The Define Phase			
	Define the Six Sigma Opportunity	OPER0171	3
	The Six Sigma Project Charter and Plan	OPER0172	2
	Six Sigma Team Leadership	OPER0173	3
	Six Sigma Team Dynamics and Performance	OPER0174	3
	The Six Sigma Change Agent	OPER0175	2.5
	Six Sigma Management and Planning Tools	OPER0176	1.5
	Six Sigma and the Voice of the Customer	OPER0177	2
	Six Sigma and Critical Customer Requirements	OPER0178	2
	Defining and Mapping the Six Sigma Process	OPER0179	2.5
	Scoping the Six Sigma Project	OPER0181	3
Six Sigma: The Improve Phase			
	Design of Experiments (DOE)	OPER0211	2
	Design and Analysis	OPER0212	2
	Taguchi and Quality Improvement	OPER0213	2
	Experimenting for Process Improvement	OPER0214	2
Six Sigma: The Measurement Phase			
	Process Analysis and Documentation	OPER0191	2.5
	Probability and Statistics	OPER0192	2
	Collecting and Summarizing Data	OPER0193	2.5
	Properties and Applications of Probability Distributions	OPER0194	1.5
	Measurement Systems	OPER0195	2
	Analyzing Process Capability	OPER0196	2
	Calculating Process Capability	OPER0197	1.5
Supply Chain Management			
	The Fundamentals of Supply Chain Management	OPER0501	2
	Supply Chain Management Strategies	OPER0502	5.5
	Supply Chain Planning and Inventory Management	OPER0503	5
	Supply Chain Management and e-Business	OPER0504	4
	Supply Chain Transportation and Facility Design	OPER0505	4.5
Systems Thinking in the 21st Century			
	Building a Healthy System	STGY0402	2.5