

GENERAL SERVICES ADMINISTRATION

Federal Supply Service *Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!™**, a menu-driven database system. The INTERNET address for **GSA Advantage!™** is: **<http://www.GSAAdvantage.gov>**.

Schedule for- Multiple Award Schedule (MAS)

Federal Supply Group: Professional Services **Class:**

Contract Number: GS-00F-359GA, Option Modification #PO-0014

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Contract Period: 9/2/2017 – 9/1/2027

Price List Current as of PA-0010 dated February 24, 2021

Contractor: Brand Consulting Group, Inc.
777 SOUTH FLAGLER DRIVE, SUITE 800, PMB#200, West Palm Beach, FL
33401-6161

Business Size: Small Business

In accordance with 13 C.F.R. 121.404, the Contractor is ineligible to participate in any RFQ that is set aside for small business where the subject contract's awarded size status for the preponderance NAICS designated in the RFQ is "other than small".

Telephone: (561) 408-1698
Extension: 100
FAX Number: (561) 408-1698
Web Site: www.bcgisco.com
E-mail: LBRAND@BCGISO.COM
Contract Administration: Leigh Andrew Brand

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Recovery	SIN Description
Ancillary	Ancillary RC	Ancillary Supplies and/or Services
541611	541611RC	Integrated Consulting Services
611430	611430RC	Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration
OLM	OLM RC	Order Level Materials

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**

SIN Ancillary	\$30.23
SIN 541611	\$135.47
SIN 611430	\$2,438.46
SIN OLM	\$30.23

- 1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See Labor Categories on pages 5-6.**
- 2. Maximum Order:** \$1,000,000.00
- 3. Minimum Order:** \$100.00
- 4. Geographic Coverage (delivery Area):** Worldwide
- 5. Point(s) of production (city, county, and state or foreign country):** Same as company address
- 6. Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
- 7. Quantity discounts:** None Offered
- 8. Prompt payment terms:** Net 30 days, Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9. Foreign items (list items by country of origin):** None
- 10a. Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 10b. Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 10c. Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 10d. Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

11. **F.O.B Points(s):** Destination
- 12a. **Ordering Address(es):** Same as Contractor
- 12b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are be found in Federal Acquisition Regulation (FAR) 8.405-3.
13. **Payment address(es):** Same as company address
14. **Warranty provision.:** Contractor's standard commercial warranty.
15. **Export Packing Charges (if applicable):** N/A
16. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
17. **Terms and conditions of installation (if applicable):** N/A
- 18a. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 18b. **Terms and conditions for any other services (if applicable):** N/A
19. **List of service and distribution points (if applicable):** N/A
20. **List of participating dealers (if applicable):** N/A
21. **Preventive maintenance (if applicable):** N/A
- 22a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 22b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/**
Does not apply.
23. **Data Universal Numbering System (DUNS) number:** 959973769
24. **Notification regarding registration in System for Award Management (SAM) database:** Registered

Final Pricing: The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

Labor Categories Pricing

Item	SIN	Awarded Labor Category	Site	Year 1	Year 2	Year 3	Year 4	Year 5
1	541611	ISO 9001 Gap Analysis Assessment-Consultant	Both	\$1108.31	\$1135.58	\$1163.51	\$1192.13	\$1221.46
2	541611	ISO 9001 Gap Analysis Assessment-Senior Consultant	Both	\$1813.60	\$1858.22	\$1903.93	\$1950.77	\$1998.75
3	541611	ISO 9001 General Consulting-Senior Consultant	Both	\$226.70	\$232.28	\$237.99	\$243.85	\$249.84
4	541611	ISO 9001 General Consulting-Consultant	Both	\$125.94	\$129.04	\$132.22	\$135.47	\$138.80

5	541611	Lean Six Sigma General Consulting-Master Black Belt	Both	\$226.70	\$232.28	\$237.99	\$243.85	\$249.84
6	541611	Lean Six Sigma General Consulting-Black Belt	Both	\$176.32	\$180.66	\$185.10	\$189.66	\$194.32
7	541611	AS 9100/9110 General Consulting-Senior Consultant	Both	\$1,994.96	\$2,044.04	\$2,094.32	\$2,145.84	\$2,198.63
8	541611	AS 9100/9110 General Consulting-Consultant	Both	\$1,269.52	\$1,300.75	\$1,332.75	\$1,365.53	\$1,399.13

Training Pricing

Item	SIN	Awarded Course Title	Site	Year 1	Year 2	Year 3	Year 4	Year 5
1	611430	Corrective and Preventive Action and Root Cause Analysis Seminar	Contractor	\$2,267.00	\$2,322.77	\$2,379.91	\$2,438.46	\$2,498.44
2	611430	Process Mapping and Management Seminar	Contractor	\$19,143.58	\$19,614.51	\$20,097.03	\$20,591.41	\$21,097.96
3	611430	ISO 9001 Executive Overview	Contractor	\$2,267.00	\$2,322.77	\$2,379.91	\$2,438.46	\$2,498.44
4	611430	ISO 9001 Internal Auditor Course	Contractor	\$7,052.90	\$7,226.40	\$7,404.17	\$7,586.31	\$7,772.93
5	611430	ISO 9001 Lead Auditor Course	Contractor	\$1,410.58	\$1,445.28	\$1,480.83	\$1,517.26	\$1,554.59
6	611430	ISO 14001 Internal Auditor Training	Contractor	\$6,045.34	\$6,194.06	\$6,346.43	\$6,502.55	\$6,662.51
7	611430	Design for Lean Six Sigma	Contractor	\$9,571.79	\$9,807.25	\$10,048.51	\$10,295.71	\$10,548.98
8	611430	ISO 9001 and Lean Six Sigma	Contractor	\$2,267.00	\$2,322.77	\$2,379.91	\$2,438.46	\$2,498.44
9	611430	Lean Six Sigma Green Belt Course	Contractor	\$22,670.03	\$23,227.71	\$23,799.11	\$24,384.57	\$24,984.43
10	611430	Lean Six Sigma Yellow Belt Course	Contractor	\$4,785.89	\$4,903.63	\$5,024.26	\$5,147.85	\$5,274.49
11	611430	Lean Six Sigma Champion Training	Contractor	\$4,785.89	\$4,903.63	\$5,024.26	\$5,147.85	\$5,274.49
12	611430	Lean Six Sigma Executive Overview	Contractor	\$2,267.00	\$2,322.77	\$2,379.91	\$2,438.46	\$2,498.44
13	611430	Lean Six Sigma Strategic Innovation	Contractor	\$4,785.89	\$4,903.63	\$5,024.26	\$5,147.85	\$5,274.49
14	611430	Lean Six Sigma Black Belt Training	Contractor	\$39,294.71	\$40,261.36	\$41,251.79	\$42,266.58	\$43,306.34

Support Products

Item	Offer Number	Support Item	Time Of Delivery	Location	Unit	Domestic Overseas	Price
1	Ancillary	<i>ISO 9001 Executive Overview Manual</i>	10 Days	Customer	Each	Domestic Only	\$45.34
2	Ancillary	<i>ISO 9001 Internal Auditor Course Manual</i>	10 Days	Both	Day	Worldwide	\$70.53
3	Ancillary	<i>Corrective and Preventive Action and Root Cause Analysis Seminar</i>	10 days	Customer	Manual	Worldwide	\$30.23
4	Ancillary	<i>Lean Six Sigma Black Belt Manual</i>	10 days	Customer	Manual	Worldwide	\$428.21

5	Ancillary	<i>Lean Six Sigma Green Belt Training</i>	10 days	Contractor	Manual	Worldwide	\$151.13
6	Ancillary	<i>ISO 14001 Internal Auditor Training Manual</i>	10 days	Contractor	Manual	Worldwide	\$100.76
7	Ancillary	<i>Lean Six Sigma Champion Manuals</i>	10 days	Contractor	Manual	Worldwide	\$45.34
8	Ancillary	<i>Design for Lean Six Sigma</i>	10 days	Contractor	Manual	Worldwide	\$95.72
9	Ancillary	<i>Introduction to Lean Six Sigma</i>	10 days	Contractor	Manual	Worldwide	\$45.34
10	Ancillary	<i>Lean Six Sigma and ISO 9001 Introduction</i>	10 days	Contractor	Manual	Worldwide	\$65.49
11	Ancillary	<i>Lean Six Sigma Executive Overview</i>	10 days	Contractor	Manual	Worldwide	\$45.34
12	Ancillary	<i>Lean Six Sigma Strategic Innovation Course</i>	10 days	Contractor	Manual	Worldwide	\$70.53
13	Ancillary	<i>Lean Six Sigma Yellow Belt Manual</i>	10 days	Contractor	Manual	Worldwide	\$35.26
14	Ancillary	<i>Lean Six Sigma Overview Manual</i>	10 days	Contractor	Manual	Worldwide	\$30.23

LABOR CATEGORY DESCRIPTIONS

Although Brand Consulting Group is offering services, including training and consulting, and it is not offering Labor Categories, Brand acknowledges that the services are provided by specific individuals who must have specific competencies. The following Labor Categories will be providing our services.

ISO 9001 Senior Consultants must possess the following education, training, skills, and experience: ***Education-*** Master's Degree or higher, ***Training-*** Successful completion of a EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA accredited ISO 9001 Lead Auditor Course, ***Skills-***Must be a EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA certified Lead Auditor, ***Experience-***10+ years of experience working with ISO 9001. Position requires the individual to conduct ISO 9001 training courses, conduct and lead ISO 9001 audits, and provide ISO 9001 consulting services to clients.

ISO 9001 Consultant must possess the following education, training, skills, and experience: ***Education-***High School Degree or higher, ***Training-***Successful completion of a EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA accredited ISO 9001 Lead Auditor Course ***Skills-***Must be an EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA certified Auditor or Lead Auditor, ***Experience-***5+ years of experience working with ISO 9001. Position requires the individual to conduct ISO 9001 training courses, conduct ISO 9001

audits, and provide ISO 9001 consulting services to clients.

Lean Six Sigma Master Black Belt- 1) Education-Bachelor's Degree or higher, 2) American Society of Quality (ASQ) certification as a Master Black Belt (or equivalent), and 3) 10+ years of relevant work experience. Position requires individual to conduct Lean Six Sigma training courses and provide Lean Six Sigma consulting services. Individuals will also be required at times to lead a team of Lean Six Sigma Black Belts through client projects.

Lean Six Sigma Black Belt- 1) Education-Bachelor's Degree or higher, 2) American Society of Quality (ASQ) certification or equivalent as a Black Belt, and 3) 10+ years of relevant work experience. Position requires individual to conduct Lean Six Sigma training courses and provide Lean Six Sigma consulting services.

AS 9100/9110 Senior Consultants must possess the following education, training, skills, and experience: ***Education-*** Master's Degree or higher, ***Training-*** Successful completion of a EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA accredited ISO 9001 or AS 9100/9110 Lead Auditor Course, ***Skills-*** Must be a EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA certified Lead Auditor, ***Experience-*** 10+ years of experience working with AS 9100/9110. Position requires the individual to conduct AS 9100/9110 training courses, conduct and lead AS 9100/9110 audits, and provide I AS 9100/9110 consulting services to clients.

AS 9100/9110 Consultant must possess the following education, training, skills, and experience: ***Education-*** High School Degree or higher, ***Training-*** Successful completion of a EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA accredited ISO 9001 or AS 9100/9110 Lead Auditor Course ***Skills-*** Must be an EXEMPLAR GLOBAL (FORMERLY RABQSA)/IRCA certified Auditor or Lead Auditor, ***Experience-*** 5+ years of experience working with AS 9100/9110. Position requires the individual to conduct AS 9100/9110 training courses, conduct AS 9100/9110 audits, and provide AS 9100/9110 consulting services to clients.

Training Course Descriptions

Course Title: Corrective and Preventive Action and Root Cause Analysis Seminar	
Course Length:	2 Hour Sessions (up to 4 sessions)
Minimum # Participants:	1
Maximum # Participants	40

Description: Most Corrective and Preventive Action (CAPA) programs suffer from poor documentation of nonconformances and poor root cause analysis and corrective actions plans. This one day seminar is designed to teach and remind auditors how to document nonconformances and to teach the recipients of nonconformances how to provide thoughtful root cause analysis and how to develop effective Corrective and Preventive Action plans. The seminar is conducted in four (4) workshops of up to 10 people each. Each workshop contains either auditors and those who issue requests for Corrective and Preventive Action or those who respond to requests to provide Corrective and Preventive Action Plans.

Documenting a Nonconformance :

- Accurately citing the requirement-quoting it
- Clearly stating the condition or event
- Stating why the condition event is a nonconformance
- Specific examples are used (both good and bad) along with those from your organization

Root Cause Analysis

- The 5 Whys?
- Fish bone diagrams
- The importance of determining the true root cause vs. citing an excuse
- The connection between root cause analysis and corrective and preventive action

Corrective and Preventive Action Plans

- Corrective vs. Preventive Action
- The Ultimate Goal: permanently correcting or preventing a nonconformance
- The connection between Corrective and Preventive Action and continual improvement

Who Should Attend?

Internal Auditors and Management Representatives who issue nonconformances and oversee the CAPA program and the recipients of Corrective and Preventive Action requests.

Prerequisites:

Participants should all be working within an existing Quality/Environmental Management System.

Course Title: Process Mapping and Management Seminar
Course Length: 2-4 days

Minimum # Participants:	1
Maximum # Participants	20
<p>Description: This workshop is intended to teach participants the benefits of viewing work in terms of a process. The process approach to decision-making, monitoring and measuring effectiveness and control are stressed. The course is taught in a workshop format with students working in teams to develop final versions of their process flow charts for processes which they own. Peer review and instructor comments and suggestions follow the presentations and generally result in perfecting the final product.</p> <p>Topics covered include:</p> <ul style="list-style-type: none"> • What is a Process? • What is Process Mapping? • Developing a Process Key Matrix • Flowcharting your own process • Defining Measurements and methods of Monitoring the process • Upstream Indicators and Outcome Indicators • Change Management, Process Management and Process Control • ISO 9001 and Process Mapping <p>Who Should Attend? Process Owners and those employees who work within the process.</p>	

Course Title: ISO 9001 Executive Overview	
Course Length:	3-5 hours
Minimum # Participants:	1
Maximum # Participants	15
<p>Description: Designed to introduce participants to the ISO 9001:2008 or ISO 9001:2015 standard. This course provides an overview of the requirements of the standard, including required documentation and processes.</p> <p>Background & Concepts</p> <ul style="list-style-type: none"> • What does ISO 9001 mean? • Where did ISO 9001 come from? • The third-party audit concept • Process Approach to a Quality Management System <p>Understanding the Requirements</p> <ul style="list-style-type: none"> • The requirements and sections of the standard • How to address the requirements at your organization • How to build an ISO 9001 conforming quality management system • The steps taken to achieve registration 	

The ISO 9001 Registration Process

- How to choose a REGISTRAR
- The costs & benefits associated with registration
- Time and resource allocation
- Next steps

Who Should Attend?

Executive officers of your organization, managers, process owners, supervisors, and quality assurance personnel who want to understand the requirements of ISO 9001, what is needed for an effective quality management system, and how to prepare for ISO 9001 conformance and/or registration.

Prerequisites:

No prior knowledge of the ISO 9001 Standard is required.

Course Title: ISO 9001 Internal Auditor Course	
Course Length:	3 days
Minimum # Participants:	1
Maximum # Participants	15
<p>Description: This course covers the requirements of the ISO 9001:2008 or ISO 9001:2015 standard and is based upon ISO 19011 Guidelines for Quality and/or Environmental Management Systems Auditing. Participants are taught how to plan, conduct, and report the results of a Quality Management System Audit.</p> <p>The course contains ten (10) practical exercises which students complete both individually and in a team environment to gain auditing competence. Day 3 includes a live audit conducted by the students of their organization's own QMS.</p> <p>Topics Include:</p> <ul style="list-style-type: none">• Reviewing the requirements of ISO 9001:2008 or ISO 9001:2015• Process Auditing• Audit Planning• Audit Execution• Audit Reporting• Nonconformances (including types)• Corrective Action (including verification) <p>Who Should Attend?</p> <p>Those individuals within your organization who will be conducting internal QMS audits and who meet the personal attributes stated in ISO 19011.</p> <p>Prerequisites:</p> <p>Students must have a basic understanding of the ISO 9001 requirements and be familiar with their organization's own quality management system. Student performance and competence is judged during the 3 days and those who demonstrate competence will receive a Certificate of Completion.</p>	

Topics Include:

- Reviewing the requirements of ISO 9001:2008 or ISO 9001:2015
- Process Auditing
- Audit Planning
- Audit Execution
- Audit Reporting
- Nonconformances (including types)
- Corrective Action (including verification)

Who Should Attend?

Those individuals within your organization who will be conducting internal QMS audits and who meet the personal attributes stated in ISO 19011.

Prerequisites:

Students must have a basic understanding of the ISO 9001 requirements and be familiar with their organization's own quality management system. Student performance and competence is judged during the 3 days and those who demonstrate competence will receive a Certificate of Completion.

Course Title: ISO 9001 Lead Auditor Training	
Course Length:	3 days
Minimum # Participants:	4
Maximum # Participants	20
<p>Description: Brand Consulting Group has formed an alliance with Pillar Management Associates (certified course provider), in order to provide its clients with Exemplar Global certified Lead Auditor Training. This intensive course provides individuals with hands-on experience for auditing organizations and on the ISO 9001:2008 or ISO 9001:2015 standard. This new version of the traditional 5 day course is now competency-based and is conducted over three (3) days without an exam.</p> <p>The course is divided into three (3) modules (Quality Management, Auditing, and Lead Auditing). Students can choose to take one or more modules. Competency is measured based upon student performance on individual and team exercises. Students who have taken the Lead Auditor Course in the past and who are looking to learn about ISO 9001:2015 can take the one (1) day Quality Management Module (QM) for a fee of \$500.00.</p> <p>The course meets and covers the stated criteria for Lead Auditors as defined by Exemplar Global.</p> <p>Who Should Attend? Individuals who want to become Exemplar Global Certified Lead Auditors and/or management representatives and staff leading their organizations towards ISO 9001 registration. Participants who successfully complete the course and demonstrate competence to the instructor are issued a Certificate of Completion stating the specific modules (Quality Management, Auditing, Team Leader) that they passed. (Note: Additional requirements must be met to become a “certified auditor” after taking any Lead Auditor Course from any provider. Contact Exemplar Global for certification requirements.)</p>	

Course Title: ISO 14001 Internal Auditor Course	
Course Length:	3 days
Minimum # Participants:	1
Maximum # Participants	15
<p>Description: This course covers the requirements of the ISO 14001:2004 or ISO 14001:2015 standard and is based upon <i>ISO 19011 Guidelines for Quality and/or Environmental Management Systems Auditing</i>. Participants are taught how to plan, conduct, and report the results of a Quality Management System Audit.</p> <p>The course contains ten (10) practical exercises which students complete both individually and in a team environment to gain auditing competence.</p> <p>Topics Include:</p> <ul style="list-style-type: none"> • Reviewing the requirements of ISO 14001: 2004 or ISO 14001:2015 • Process Auditing • Audit Planning • Audit Execution • Audit Reporting • Nonconformances (including types) 	

- Corrective Action (including verification)

Who Should Attend?

Those individuals within your organization who will be conducting internal QMS audits and who meet the personal attributes stated in ISO 19011.

Prerequisites:

No prior knowledge of ISO 14001 is required. However, students are encouraged to read the ISO 14001 standard prior to attending the course. Day 3 is a live ISO 14001 EMS internal audit. Participants who pass the ten (10) exercises and complete the live EMS audit will receive a Certificate of Completion.

Course Title: Design for Lean Six Sigma	
Course Length:	5 days
Minimum # Participants:	1
Maximum # Participants	10
<p>Description: In today's competitive market, the mantra is "Innovate or die." Innovation is what separates your products and services from those of your competitors; it is innovation that draws new customers to you from your competition; and it is innovation that ensures loyalty with your existing customer base. Innovation can be costly without a methodology to reduce the resources required or to create products that can deliver Six Sigma.</p> <p>GOALS</p> <p>The goal of this workshop is to show you how to apply Six Sigma principles to product design and creation. Our focus is on teaching you to eliminate the problems associated with product development, while enhancing the opportunity for value added features.</p> <p>To address this, Brand Consulting Group, Inc. will teach you how to design robust products and services by identifying opportunity and understanding your customers. By listening to what your customers want and applying the Six Sigma methodologies, you'll be able to create customer driven designs while reducing their time to market. Once you've achieved that, BRAND CONSULTING GROUP, INC. will share with you how to maintain those gains.</p> <p>As with all our products, BRAND CONSULTING GROUP, INC. will work with you to build a program that is customized to match your current performance level, business culture, organizational history, and present expertise.</p> <p>DESCRIPTION</p> <p>This workshop uses a hands-on approach to teach you the framework and benefits of the Design for Six Sigma (DFSS) approach. You'll have an opportunity to learn various approaches to DFSS implementation and how to integrate the process into existing initiatives.</p> <p>As part of the DFSS methodology, we'll teach you how to mistake-proof your process so that you can eliminate defects in your final product. You'll also learn how to perform Failures Modes and Effects Analysis (FMEA) and Anticipatory Failure Determination (AFD) to identify potential failures. To further reduce variability, BRAND CONSULTING GROUP, INC. will show you how to use Design of Experiments (DOE) to reduce variability and create a robust design, and then how to validate that design and use Estimated Sigma in order to ensure that the design meets its quality standards.</p>	

SKILLS

- Use Disciplined Critical to Quality (QTC) flow-down
- Create Controlled Design Parameters
- Design for robust performance and productivity
- Use functionally integrated product development
- Apply best practices analytical tools from Six Sigma
- Techniques for Portfolio Management
- Quality Function Deployment (QFD)
- Consulting and facilitation skills
- Creative Confrontation Methods
- Project Management and Planning Tools
- Uncovering, Selecting, and Sorting Customer Needs

TOOLS

You will gain experience with DMADV, Voice of the Customer (VOC) analysis, FMEA, AFD, State Gate, Kano, the Quality Loss Function, and a variety of design reviews, design scorecards, flowcharts, performance functions, Pugh Matrix, Rolled Throughput Yield, checklists, Control Charts, experiment creation and analysis, TRIZ, qualification testing, and market testing.

REQUIREMENTS

In order to take full advantage of this workshop, a candidate should have basic math skills and be knowledge of basic statistical concepts such as mean and standard deviation.

WHO SHOULD ATTEND

Any member of your organization involved in quality innovation.

Course Title: ISO 9001 and Lean Six Sigma	
Course Length:	1 day
Minimum # Participants:	1
Maximum # Participants	20
<p>Description: There are no shortages of complex challenges in today's business environment. One of the biggest challenges that a business can face is balancing between standardizing process improvements and minimizing unnecessary bureaucracy to increase efficiency.</p> <p>GOALS</p> <p>Our object with this workshop is to help you integrate the power of Six Sigma and/or Lean with the foundation of ISO 9001 to achieve breakthrough business performance, bottom-line results and create a payoff for ISO 9001. In order to achieve this balance we'll help you to be sure that the ISO 9001 Quality System represents your entire organization. We'll also foster advanced auditing techniques to move the organization beyond procedural compliance and initiate an internal benchmarking process.</p> <p>DESCRIPTION</p> <p>Through this workshop, we'll help participants go beyond just meeting the minimum requirements for ISO 9001 and deploy a "Business Operational Model" that identifies core business processes, supporting processes, procedures, and work instructions. Altogether, this will give them an approach that is focused</p>	

on continually improving results instead of procedural compliance.

Using operational excellence methodologies such as Lean and Six Sigma, we will show participants how to focus on evaluating process design, execution, and results to identify the best practices so they can be translated to other parts of the organization. This workshop will also help them integrate all relevant statistical and analytical tools to identify opportunities and priorities for continual improvement.

HUMAN PERFORMANCE

We offer practical methods to enhance the effectiveness of your team's performance from the shop floor to the executive level.

SKILLS

- Enhanced Management Review Process
- Quality Functional Deployment
- Business Operational Model
- Process Mapping and Analysis
- Process Metrics
- Strategic Planning/Policy Deployment
- Strategic Management Review
- Process Mapping and Analysis
- Advanced Internal Quality Auditing
- Analysis of Variance

FORMAT

This workshop is conducted over a 6-8 hour period.

WHO SHOULD ATTEND

Managers, Supervisors, frontline personnel, Functional Managers, Key Process Owners, and support people who need a working knowledge of process improvement and control with an introduction to Lean and Six Sigma best practices.

Course Title: Lean Six Sigma Green Belt Course	
Course Length:	10 days
Minimum # Participants:	1
Maximum # Participants	10
Description: Black Belts are the Six Sigma gurus for large projects. However, companies need people well trained in Six Sigma throughout the organization. They need front line personnel who are positioned to have direct impact on how business is done. And, they need someone within the project group to support the Black Belt project leaders and to lead smaller projects.	
GOALS The goal of this workshop is to develop a Green Belt; an individual to act as a team member and partner in Black Belt projects. Green Belts also work on projects or lead in businesses that don't require the advanced statistical tools of the Black Belts. You will learn to utilize the Six Sigma tools and techniques to address work-related projects and demonstrate competency in Six Sigma methods of process improvement. Over the course of the workshop you will have the opportunity to work with and complete a work related project	

that meets or exceeds the identified goals and measures. The

responsibilities of the Green Belt include:

- Helping to direct, conduct, collect data, and analyze data from experiments and business processes
- Work with process owners to ensure the project gains are maintained
- Disseminating best practices throughout the organization

DESCRIPTION

Using a practical, hands on approach similar to that in the Black Belt workshop, Green Belts will be given a comprehensive education of the Six Sigma methodology and an overview of the philosophy, purpose, and process of Six Sigma. You will learn to utilize Six Sigma tools and techniques including problem solving methods (DMAIC) and design processes.

To facilitate project effectiveness, you'll be taught how to identify significant performance gaps and how to use those gaps to generate potential projects. You will also learn how to properly define, scope projects, and then present the projects to peers and managers. BRAND CONSULTING GROUP, INC. will also give you guidance on transitioning and closing out existing projects.

SKILLS

- Characterize a complex problem using the $Y=f(x)$ equation
- Apply statistical analysis tools to problem solving
- Use MINITAB 14 or other statistical software to analyze Six Sigma projects
- Improvement methods
- Process control methods
- Measuring performance
- Methods to measure customer satisfaction
- Process definition and analysis
- Stratification methods
- Cause and effect verification
- Countermeasure planning and implementation
- Team management

FORMAT

The curriculum of this workshop is divided into two 5-day sessions over a two month period. There will be a week of workshop followed by three weeks of practice using your work-related project. During this time, the instructor will be available for assistance via telephone or email or through other scheduling options.

REQUIREMENTS

In order to qualify for this workshop, you must have a Six Sigma project which supports your organization's strategic objectives, and you must complete all assigned reading.

WHO SHOULD ATTEND

Managers, Supervisors, Front line Personnel, Functional Managers, Key Process Owners, and support people who need a working knowledge of process improvement and control.

Course Title: Lean Six Sigma Yellow Belt Course

Course Length:	2 days
Minimum # Participants:	1
Maximum # Participants	10
<p>Description: For companies to maintain and consistently improve their performance, it is critical that the people doing the work have the skills and tools to apply their knowledge to the improvement process. Skilled front line personnel are positioned to have direct impact on the way in which the daily work is accomplished and to contribute to improvement projects as members of a team.</p> <p>GOALS</p> <p>The goal of this workshop is to provide the tools and skills necessary to continuously improve your own work and to actively participate in problem solving projects. You will learn to utilize the improvement tools in the context of the most recognized problem solving process (DMAIC) and gain competency in the methods of process improvement. .</p> <p>You will leave the workshop ready to:</p> <ul style="list-style-type: none"> • Complete a work related project. • Support the identification of improvement opportunities through a team problem solving process. • Apply what you have learned to help make improvements in the daily work of your functional area by collecting data, applying the tools and using the problem solving process. • Work to ensure the gains of successful projects are maintained. • Document "Best Practices" in a manner that will enable them to be disseminated throughout the organization. <p>DESCRIPTION</p> <p>Using a practical, hands on workshop approach you will be given a comprehensive education of the DMAIC Problem Solving methodology, the most useful tools and an overview of the "Best Practices" of Six Sigma implementation.</p> <p>To facilitate the selection of improvement projects, you'll learn how to identify significant performance gaps, and how to use those gaps to generate potential projects. You will also learn how to scope projects, and then present them to peers and managers.</p> <p>SKILLS</p> <ul style="list-style-type: none"> • Improvement methods • Problem solving tools • Process control methods • Measuring performance • Identification of improvement opportunities • Stratification methods • Cause and effect verification • Countermeasure planning and implementation • Team management <p>FORMAT</p> <p>The curriculum of this workshop can be taught as a single two day course or divided into several sessions. Instructor training is available for in house instructors. An option is to conduct the workshop in four-hour</p>	

segments to minimize the time away from work activity. Another alternative is to provide the workshop in the context of an ongoing improvement effort such as Six Sigma, ISO implementation or a Baldrige National Quality Award application. If follow on support is desired, the instructor will be available for assistance via telephone or email or through scheduling onsite coaching to assure successful implementation.

REQUIREMENTS

To qualify for this workshop, you should have knowledge of the daily work processes and complete the assigned pre-reading.

WHO SHOULD ATTEND

Managers, Supervisors, Front line Personnel, Functional Managers, Key Process Owners, and support people who need a working knowledge of the problem-solving tools, problem solving process, process improvement and control

Course Title: Lean Six Sigma Champion Training	
Course Length:	2 days
Minimum # Participants:	1
Maximum # Participants	10
<p>Description: To make Six Sigma work for you, you need to have individuals who can drive change and create a design for implementation. Enter your Six Sigma Champions. These individuals are not only crucial for beginning the move to Six Sigma, but also to serve as mentors to the Black Belts and as liaisons to the executive level.</p> <p>GOALS</p> <p>This workshop will introduce you to Six Sigma as a management system. You will learn the philosophy, practices, theories, and application dynamics involved in Six Sigma so you can lead the improvement of important business processes. We will also show explicitly how Six Sigma can be used to drive costs down, improve time-to-market, improve quality, and increase revenue. These benefits will also be presented along with the costs associated with Six Sigma.</p> <p>Leadership skills and management strategies are also a major focus. You will be given the skills needed to organize for successful implementation and to motivate teams for Six Sigma so you can help transfer and reinforce the fundamental Six Sigma strategies, tactics, and tools throughout your organization.</p> <p>DESCRIPTION</p> <p>To prepare you for the Champion role, we will help you to develop the underlying philosophy, supporting theory, and conventional practices for Six Sigma while discussing deployment strategies and what it takes to establish the organizational infrastructure for Six Sigma. You will also learn the roles and responsibilities of Six Sigma community members (Executives, Champions, Black Belts, and Green Belts). Along with guidance on how to select Green Belts and Black Belts, we will also provide insight into influencing the culture change within your company.</p> <p>Additionally, you will learn the basics of process management, including how to identify progress indicators, set performance targets, and maintain ongoing process control plans.</p>	

SKILLS

- Define, Measure, Analyze, Improve, and Control (DMAIC) phase tools and methodologies
- Basic statistics overview
- Process characterization and capability
- Managing change
- Deployment planning
- Project selection
- Project review
- Benchmarking and breakthrough strategies
- Creating and analyzing systems of indicators
- Deployment planning

WHO SHOULD ATTEND

Middle to senior management, project owners, and any other leaders who will serve as mentors to the Black Belts and interface between Black Belts and upper management.

Course Title: Lean Six Sigma Executive Overview	
Course Length:	1 day
Minimum # Participants:	1
Maximum # Participants	10
<p>Description: For many businesses, the formula for success is the same: improve cost, quality, and responsiveness to increase customer satisfaction and shareholder confidence. While systems such as Six Sigma excel at achieving these goals, there are other methods that can work in concert or on their own to get your business the results that you need.</p> <p>GOALS</p> <p>Lean is a proven method of increasing your company's effectiveness. This workshop is focused on equipping you with the Lean tools that you need to create a noticeable improvement in your organization immediately. We'll show you how Lean can eliminate or reduce operating costs, cycle time, and non-value-added actions and accelerate processes by reducing waste.</p> <p>The skills taught in this workshop will give your organization increased flexibility, more efficient utilization of assets and resources, help you to increase your cash flow by decreasing inventory, increase your quality and reliability, and help you better meet your customers' expectations.</p> <p>We'll not only help you develop a plan for implementing Lean; but after learning the principles, we can help you integrate them with Six Sigma or your current process management system to bring even more dramatic results.</p> <p>DESCRIPTION</p> <p>To properly introduce you to Lean, we'll first focus on the primary principles and concepts. We'll show you the typical "wastes" of Lean. The workshop will show you how to build an implementation roadmap to deploy and sustain Lean. It will also cover what tools and techniques you can use to improve your response to customer quality and cost needs.</p> <p>We'll show you how to create a Total Productive Maintenance Program to improve efficiency and how to</p>	

construct a Value Stream Map to identify any areas where Lean may have an effective impact.

SKILLS

- Value Stream Mapping
- Continuous Improvement methods
- Layout streamlining techniques
- Point-of-use-storage strategy
- Batch size reduction
- Quick changeover
- Total Productive Maintenance
- Just-In-Time systems
- Visual Controls
- 5S Workplace
- Organization and Standardization techniques

LEAN AND SIX SIGMA

Lean and Six Sigma are two very different processes. While Lean eliminates waste, Six Sigma focuses on using statistical methods to reduce variability. While the bottom lines may be similar, they shouldn't be thought of in terms of "either/or". In fact, they share many similar tools and can increase the effectiveness of each if used in concert.

Lean can engage the "low hanging fruit" so that it becomes easier to identify the subtler issues that Six Sigma addresses. Many companies have begun to integrate these two approaches to great success. Though these two systems work well together, they are still very effective independently and you don't need to be using Six Sigma to take advantage of Lean

FORMAT

This is a one day workshop.

WHO SHOULD ATTEND

Managers, Change Agents, and any other individuals interested in learning process improvement techniques.

Course Title: Lean Six Sigma Strategic Innovation	
Course Length:	2 days
Minimum # Participants:	1
Maximum # Participants	10
Description: When a corporation seeks to improve its profitability, one possible method is to create profitable new business growth. But deciding what methods leaders can use to create an effective, best-in-class business growth strategy can be difficult. What is needed is an approach to driving innovation while sustaining and improving quality.	
GOALS The object of this workshop is to introduce participants to the Design for Six Sigma (DFSS) process. This process focuses on the creation of products and services with Six Sigma quality already built in. Using this approach, organizations can create new breakthrough growth and sustain those improvements and growth	

into the future.

DESCRIPTION

The Design for Six Sigma (DFSS) process that this workshop focuses on provides an excellent approach to creating profit increasing business growth. This workshop will expose you to a process for creating breakthrough products and services that will lead to significant increases in profitability and revenue growth for your company.

This is done by showing you how to align your organization in support of strategic innovation and implement a process leading to breakthrough new business growth. You will see how to create significant new revenue growth and profitability and, ultimately, change the basis of competition to be the leader in your industry.

SKILLS

- Team Creation
- 4 Elements of Strategic Innovation
- Exploring customer and market needs
- Market analysis techniques
- Implement Innovation Plans
- Creating a Control Plan

WHO SHOULD ATTEND

Strategic Planners, R&D, Marketing, Product and Service Managers, Project Leaders, Supervisors, Engineers, Lead Employees, etc.

Course Title: Lean Six Sigma Black Belt Training	
Course Length:	20 days
Minimum # Participants:	1
Maximum # Participants	10
Description: As a company, you're ready to begin integrating Six Sigma into your business. Now you need someone to lead your programs, an expert of the Six Sigma methodologies, tools, and techniques. You need someone who can take point in moving your company to the next level of performance.	
GOALS This workshop is structured as an interactive, practical workshop to train you, one of your company's front line change agents, in the skills and tools of a Six Sigma Black Belt. Over the course of this workshop you will learn the basics of Six Sigma methodology and problem solving process. Then you will learn how to apply a variety of Six Sigma analytical tools to achieve overall process improvement. The instructor will also cover skills for leading Six Sigma teams and managing Green Belts. Once you've completed the training, you will become eligible for certification by examination by the American Society for Quality.	
DESCRIPTION During the workshop you will be taught the philosophy and purpose of Six Sigma and the techniques to	

lead Six Sigma project teams. You will apply these skills and techniques to a work related project.

The instructor will cover a variety of techniques for operations and leadership. In order to manage and run a Six Sigma group, you will learn to define what roles Black Belts and other team members will play during the project. You will also learn how to properly define and scope Six Sigma projects and assure the ongoing success of existing projects.

This workshop will also cover how to analyze and validate problematic root causes, then how to create an effective plan to eliminate or reduce their effect. These general strategies and skills will tie into the use of the Six Sigma problem solving process known as DMAIC which you will have an opportunity to explore and apply. The course will also focus on maintaining improvements through control processes and by focusing on the design process of new products and services to ensure that they have built in Six Sigma capability.

SKILLS

- Establish and benchmark process capability
- Apply key statistical tools for hypothesis testing
- Establish realistic performance tolerances
- Create realistic performance tolerances
- Understand the principles of experimentation and how to design and execute both single and multi- variable experiments
- Plan, implement, and track process control systems statistically
- Methods for gathering and measuring customer response
- Statistical tools for sampling, stratification, and hypothesis testing
- Statistical improvement and process control methods
- Cause and effect analysis and verification
- Correlation and regression analysis
- Team leadership and project management

TOOLS

You will gain experience in MINITAB 14, Value Added/Non-Value Added analysis, flow charting, experiment design, Weibull analysis, and use of the $Y=f(x)$ equation.

FORMAT

The workshop is formatted as four 5-day workshops over a four-month period. In between each workshop session the instructor will be available to help you via telephone, email, or on site as per other arrangements on an individual basis.

REQUIREMENTS

To be eligible for this workshop, you must have a significant, full-scale project sponsored by your organization. In addition, you must complete all the assigned readings.

WHO SHOULD ATTEND

Project Leaders, Change Agents, Technical Experts, Engineers, and Process Owners

Note: The Maximum Number of Participants shown is for the price indicated in the GSA PSS Pricelist. Additional students can attend the training above the maximum shown for a pro-rated price.

Support Items

ISO 9001 Executive Overview Manual

ISO 9001 Internal Auditor Course Manual

Corrective and Preventive Action and Root Cause Analysis Seminar

Lean Six Sigma Black Belt Manual

Lean Six Sigma Green Belt Training Manual

ISO 14001 Internal Auditor Training Manual

Lean Six Sigma Champion Manuals

Design for Lean Six Sigma Manual

Introduction to Lean Six Sigma Manual

Lean Six Sigma and ISO 9001 Introduction Manual

Lean Six Sigma Executive Overview Manual

Lean Six Sigma Strategic Innovation Course

Lean Six Sigma Yellow Belt Manual

Lean Six Sigma Overview Manual

Service Contract Labor Standards (SCLS) Matrix

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the

provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.