

TRAINING & EVENTS

Helping Connecticut Manufacturers

GROW.
IMPROVE.
SUCCEED.



CONNSTEP

a CBIA affiliate



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

- REGISTER FOR OUR TRAINING & EVENTS AT [CONNSTEP.ORG/EVENTS](https://connstep.org/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 PREPARATION WEBINARS (ON-DEMAND)
- PRICING
- ADDITIONAL RESOURCES

Events & Training Schedule

- bit.ly/connstep-calendar

Training & Events Schedule, can be found at this link, bit.ly/connstep-calendar, or by scanning the QR code. This is a live schedule subject to change.






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



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

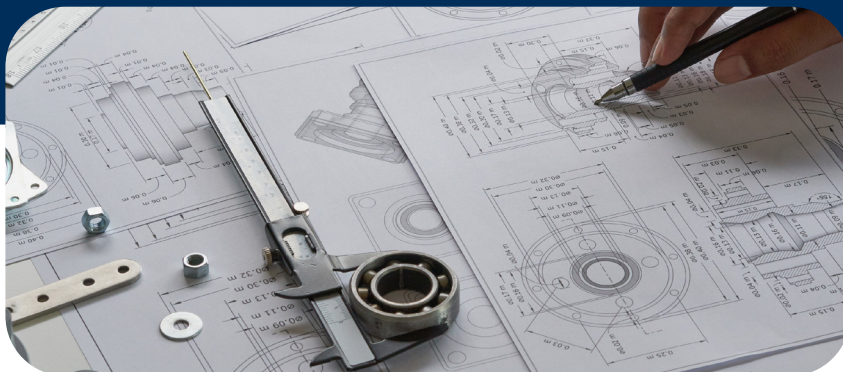
Maintaining the highest quality standards is critical in every manufacturing organization. The success of your business operations is contingent on your quality reputation in the industry.

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.

Course Resources

[VIEW OR DOWNLOAD HERE](#)

"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



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.

This program takes place on seven consecutive weekdays from 8 am – 12 pm.

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.*



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](#)

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.

[VIEW VIDEO](#)

[6 FAQ'S ABOUT TWI-JI](#)








TRAINING WITHIN INDUSTRY JOB RELATIONS (TWI-JR)

Build Trust, Collaboration, & 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](#)

[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.

PREPARATION WEBINARS: CYBERSECURITY MATURITY MODEL CERTIFICATION (CMMC)

Prepare Your Business for CMMC

Safeguarding sensitive information continues to be the strategic direction of the Cybersecurity Maturity Model Certification (CMMC) program given the increasingly frequent and complex cyberattacks targeting the Defense Industrial Base.

CONNSTEP is presenting a series of four separate webinars to prepare your business for Cybersecurity Maturity Model Certification (CMMC) compliance.

Intended audience: Any Connecticut manufacturer in the Defense Industrial Base or business interested in learning more about cybersecurity practices.

Course includes on-demand webinars, Powerpoint presentations, and links to content mentioned in the presentations.

PARTICIPANTS WILL LEARN ABOUT:

-  *The importance of understanding the compliance timeline*
-  *Protecting your business with security policy and procedures*
-  *Utilizing your IT MSP to achieve compliance*
-  *Critical steps for a successful CMMC audit*

Course Resources

VIEW OR DOWNLOAD HERE

DOWNLOAD THE WEBINARS

[CONNSTEP.ORG/SERVICE/
CYBERSECURITY](https://connstep.org/service/cybersecurity)



VIEW WHITE PAPER

[MANAGED SERVICE PROVIDER &
SELECTION CRITERIA](#)



VIEW WHITE PAPER

[MANUFACTURERS GUIDE TO
CYBERSECURITY](#)



PRESENTERS



Anna Mumford
Cybersecurity Consultant



Jeff Orszak
Director, Business
Technology & Innovation

(CMMC) Cybersecurity Maturity Model Certification Preparation Webinars

UNDERSTANDING CMMC TIMELINE & STEPS TO COMPLIANCE

CONNSTEP, the NIST Manufacturing Extension Partnership (MEP) center for Connecticut, will share with you what you need to know about the rollout of CMMC.

We'll discuss why it is critical for industrial organizations to understand the compliance timeline and the steps to be taken in preparation.

You will receive guidance on:

- the CMMC 2.0 rollout timeline
- the DoD CMMC steps to becoming compliant with regulations and requirements
- why developing and implementing security policies and procedures will protect your business,
- how to handle a security incident as an organization and what to do to prepare
- what to expect as your organization prepares for CMMC compliance and the critical success factors

HOW TO LEVERAGE YOUR IT MANAGED SERVICE PROVIDER (MSP) TO ACHIEVE CMMC COMPLIANCE

Many small and medium-sized manufacturers (SMM) who want to achieve and sustain cybersecurity compliance, find it difficult due to not having adequate information technology (IT) resources on staff.

In this webinar, CONNSTEP will discuss how to utilize your IT MSP to propel your CMMC compliance efforts.

You will receive guidance on:

- how to confirm or select an IT/Cyber MSP – what to look for and ask
- how to manage IT responsibilities regarding CMMC compliance
- what information/reports IT MSP needs to provide
- how to develop coordinated procedures with your IT MSP
- the critical role your IT staff needs to play to support your compliance efforts

HOW TO DEVELOP & IMPLEMENT EFFECTIVE CMMC POLICIES & PROCEDURES

Developing and implementing security policies and procedures to protect your business is a critical step in your CMMC compliance journey.

You will receive guidance on:

- how to develop and adopt effective internal policies and procedures
- how to generate and collect the required documentation and evidence in preparation for the CMMC audit
- how to develop internal security incident handling capabilities
- the proven techniques to use for employee training
- applying best practices for policies and procedures implementation
- the critical success factors for adopting policies and procedures throughout your organization

STEPS TO TAKE IN PREPARATION FOR A CMMC AUDIT

Solid preparation and effective implementation of policies and procedures are critical for a successful CMMC audit.

You will receive guidance on:

- the steps your organization should take toward CMMC audit preparation
- best practices for sustainment of your cybersecurity requirements
- the vital importance of maintaining your company's policies and procedures
- what are the critical success factors to assist with your CMMC audit

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: \$1,995. Payment in full at the time of registration.

Registration fees include all course materials for each classroom session.

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

TRAINING WITHIN INDUSTRY- JOB INSTRUCTION (TWI-JI)

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.

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

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.

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



ADDITIONAL RESOURCES

- **CONNSTEP HELPING CONNECTICUT MANUFACTURERS | GROW. IMPROVE. SUCCEED. | BROCHURE**
- **5S METHODOLOGY WORKPLACE ORGANIZATION & STANDARDIZATION | PDF**
- **BUSINESS GROWTH SERVICES | PDF**
- **CONTINUOUS IMPROVEMENT SERVICES | PDF**
- **CYBERSECURITY COMPLIANCE IS MANDATORY | PDF**
- **CYBERSECURITY MATURITY MODEL CERTIFICATION (CMMC) | ON-DEMAND WEBINARS**
- **CYBERSECURITY SERVICES | PDF**
- **ENVIRONMENTAL HEALTH & SAFETY | PDF**
- **A GUIDE TO DIGITAL TRANSFORMATION | WHITE PAPER**
- **HOW SMALLER MANUFACTURERS CAN DEVELOP RISK MANAGEMENT STRATEGIES FOR THEIR SUPPLY CHAINS | WHITE PAPER**
- **LEAN MANUFACTURING: 8 WASTES GUIDE | PDF**
- **LEADER'S PRIMER TO: A GUIDE TO DIGITAL TRANSFORMATION**
- **MANAGED SERVICE PROVIDER & SELECTION CRITERIA | WHITE PAPER**
- **MANUFACTURERS GUIDE TO CYBERSECURITY | WHITE PAPER**
- **MANUFACTURERS GUIDE TO FINDING & RETAINING TALENT | WHITE PAPER**
- **MANUFACTURERS' GUIDE TO INDUSTRY 4.0 TECHNOLOGIES | WHITE PAPER**
- **MANUFACTURERS' GUIDE TO ROBOTICS | WHITE PAPER**
- **QUALITY MANAGEMENT SERVICES | PDF**
- **SUCCESSION PLANNING: BUILDING THE BENCH | VIDEO**
- **TECHNOLOGY & AUTOMATION SERVICES | PDF**
- **WORKFORCE DEVELOPMENT SERVICES | PDF**
- **WORKFORCE NAVIGATOR | PDF**





connstep.org / (860) 513-3200

350 Church St, Hartford, CT 06103



MEP
**National
Network™**

Connecticut®

Department of Economic and
Community Development

