



# Certificate of Achievement

THIS ACKNOWLEDGES THAT YOU HAVE SUCCESSFULLY COMPLETED 8 HOURS:

THE METRICS WORKSHOP

THE PRACTICAL PROCESS IMPROVEMENT WORKSHOP

THE EFFECTIVE FACILITATION WORKSHOP

THE CONTROL CHART MISTAKES AND HOW TO AVOID THEM MINI-WORKSHOP

THE ROOT CAUSE ANALYSIS MINI WORKSHOP

**Arnab Sen**

YOU HAVE BEEN RECOGNIZED FOR  
OUTSTANDING ACHIEVEMENT

*Harry Rever*

WILLIAM "HARRY" REVER, LSSMBB, CSQP, CQM, PMP



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