

|  |  |  |
| --- | --- | --- |
| **卓越质量** |  |  |
| **课程名称** | **天数** | **Course Name** |
| ISO 9001:2008质量管理体系内审员 | 3 | ISO 9001:2008 Internal Auditor |
| ISO 27001信息安全内审员与企业信息系统的实施 | 2 | ISO 27001 Internal Auditor & Implementation of Information System |
| ISO 22000:2005食品管理内审员 | 3 | ISO 22000:2005 Internal Auditor |
| HACCP 危害分析及关键控制点管理体系说明 | 2 | HACCP Interpretation |
| ISO/TS 16949:2009质量管理体系内审员 | 4 | ISO/TS 16949:2009 Internal Auditor |
| VDA 6.1内审员 | 3 | VDA6.1 Internal Auditor |
| VDA 6.3内审员 | 3 | VDA6.3 Internal Auditor |
| ISO 13485 医疗器械指令内审员 | 2 | ISO 13485 Medical Devices Directive Internal Auditor |
| QC 080000 内审员 | 2 | QC 08000 Internal Auditor |
| 14种质量管理工具 | 2 | 14 Quality Management Tools |
| ISO/IEC 17025:2005实验室体系内审员 | 3 | ISO/IEC 17025:2005 Internal Auditor |
| ISO/PAS 28000:2007全球供应链安全管理标准 | 1 | ISO/PAS 28000:2007 Supply Chain Security |
| 8D问题解决法 | 1 | 8D Problem Resolving |
| 质量成本控制 | 2 | Quality Cost Control |
| 新产品项目策划 (APQP) & 生产批准过程 (PPAP) | 2 | Advanced Product Quality Plan & Production Parts Approval Process |
| FMEA 失效模式及其后果分析 | 1 | FMEA: Failure Mode & Effect Analysis |
| SPC统计过程控制 | 1 | SPC: Statistical Process Control |
| MSA 测量系统分析 | 1 | MSA: Measurement System Analysis |
| 汽车工业项目管理 | 2 | Project Management of the Automotive Industry |
| 汽车工业产品审核 | 2 | Automotive Product Process Audit |
| 统计抽样检验技术实务 | 1 | Statistical Sampling & Testing method |
| TA 公差分析 | 1 | Tolerance Analysis |
| 产品安全责任及D零件的控制 | 2 | Product Liability & D-Component Controlling |
| 企业量化指标管理 | 2 | Performance Evaluation |
| 企业流程重塑 | 2 | Business process Re-engineering |
| 企业绩效和持续改善的管理-超越ISO的目标管理体系 | 2 | Performance Management and Continuous Improvement Beyond the ISO 9001 Quality Management System |
| ISO 9004:2009 可持续性管理 | 2 | ISO 9004 : 2009 Managing for Sustainability |
| TQM全面质量管理 | 2 | Total Quality Management |
| QFD 质量功能展开 | 2 | Quality Function Deployment |
| 可靠性工程 | 2 | Reliability Engineering |
| DOE实验设计 | 3 | Design of Experiments (DOE) |
| 质量稳健工程 | 1 | Robust Engineering |

**爱克思伦培训与咨询2013年培训课程目录**

|  |  |  |
| --- | --- | --- |
| **运营解决方案** |  |  |
| **课程名称** | **天数** | **Course Name** |
| **精益生产** |  | **Lean Production** |
| 精益核心理念 | 2 | Key Concepts of Lean |
| 精益问题解决 | 1 | Lean Problem Solving Workshop |
| 价值流图析 | 1 | Value Stream Mapping for Manufacturing |
| 有效消除浪费 | 1 | Effective Eliminate Waste |
| 准时化生产与看板系统 | 2 | JIT and Kanban Management |
| 5S与目视管理 | 2 | 5S & Visual Management |
| 标准化工作 - 改善的基石 | 1 | Standardized Work: The Foundation for Kaizen |
| 持续改善工作坊 | 1 | Quick Kaizen Workshop |
| 创建连续流 | 1 | Creating Continuous Flow |
| 精益物流 - 让物料流动起来 | 1 | Lean Logistics - Making Materials Flow |
| 均衡拉动生产 | 1 | Creating Level Pull |
| 防止差错法 | 1 | Poka Yoke Workshop |
| 有效控制和降低生产成本 | 2 | Effectively Control and Reduce Production Cost |
| 工厂设备维护与管理及全面生产维护 | 2 | Equipment Maintenance and TPM |
| 车间管理 | 2 | Workshop Management |
| 工厂管理 | 2 | Plant Management |
| 工业工程– 现场效率改进 | 2 | Industrial Engineering - On-site Efficiency Improvement |
| 制造过程能力提升与改善 | 4 | Enhancement of Manufacturing Process Capability |
| 生产经理系列培训 | 6 | Production Manager Series Program |
| 生产一线班组长管理技能与生产现场技术全方位进阶提升训练营 | 2 | On-site Management Skills & Production Techniques Improvement for Foreman Consulting & Workshop |
| 生产主管现场指导与改进全方位进阶提升训练营 | 2 | On-site Instruction & Improvement Skills for Production Supervisor Consulting & Workshop |
| **精益业务流程** |  | **Lean Business Process** |
| 精益办公核心理念 | 2 | Key Concepts of Lean in the Office |
| 办公室和服务业的价值流图析 | 1 | Value Stream Mapping for Office & Service |
| 精益办公 - 办公室5S实务及可视化管理 | 1 | Lean in the Office: Office 5S Visual Workplace Workshop |
| 精益办公 - 行政管理问题解决 | 1 | Lean in the Office: Administrative Problem Solving Workshop |
| 精益办公 - 办公室差错预防 | 1 | Lean in the Office: Office Built-in-Quality Workshop |
| 精益办公 - 办公室拉动式系统 | 1 | Lean in the Office: Office Pull Systems Workshop |
| **精益六西格玛** |  | **Lean Six Sigma** |
| 精益六西格玛高层管理意识课程 | 1 | SENIOR MANAGEMENT AWARENESS PROGRAMME |
| 精益六西格玛意识课程 | 1 | AWARENESS WORKSHOP |
| 精益六西格玛冠军课程 | 2 | CHAMPIONS COURSE |
| 精益六西格玛黄带证书课程 | 5 | YELLOW BELT COURSE |
| 精益六西格玛绿带证书课程 | 8 | GREEN BELT COURSE |
| 精益六西格玛黑带证书课程 | 10 | BLACK BELT COURSE |
| 精益六西格玛产品/过程设计课程 | 4 | DFSS PRODUCT/PROCESS REDESIGN COURSE |
| 精益六西格玛黑带大师证书课程 | 15 | MASTER BLACK BELT PROGRAMME |
| **精益供应链** |  | **Lean Supply Chain** |
| 战略采购管理 | 2 | Strategic Procurement Management |
| 采购技巧与谈判 | 2 | Purchasing Skills and Negotiation |
| 供应商评估与管理 | 2 | Managing Supplier Performance |
| 供应商质量管理与绩效提升 | 2 | Supplier Quality Management and Performance Enhancement |
| 采购绩效考核与管理 | 2 | Procurement Performance Evaluation and Management |
| 采购订单与合同管理 | 2 | Procurement Order and Contract Management |
| 采购成本管理 | 2 | Procurement Cost Management |
| 柔性生产与需求控制 | 2 | Flexible Production and Order Control |
| 物料计划与库存控制 | 2 | Material Planning & Inventory Control |
| 如何有效降低物流成本 | 2 | How to Effectively Reduce Logistics Cost |
| 物流与供应链管理 | 3 | Logistics and Supply Chain Management |
| 库存控制与仓库管理 | 2 | Inventory Control & Warehouse Management |
| 可视化物流 | 2 | Visual Logistics |
| **管理与创新** |  |  |
| **课程名称** | **天数** | **Course Name** |
| **组织＆发展** |  | **Organization & Development** |
| 组织经营的创新与发展策略 | 2 | The Strategy and Development of Innovation Company |
| 创新与发展策略 | 2 | The Strategy of Innovation and Growth |
| 矩阵式管理在现代企业中的运用 | 2 | Matrix Management |
| **市场＆销售** |  | **Marketing & Sales** |
| 非营销经理的营销观 | 2 | Marketing Management For Non-Marketing Managers |
| 市场/销售经理的财务管理 | 2 | Finance Management for the Marketing/Sales Management |
| 创新营销思维 | 3 | Innovation Marketing and Sales Creativity |
| 顾问式销售技巧 | 2 | Consultative Selling Skills Training |
| 大客户战略与客户管理 | 2 | Key Account Strategy and Account Management |
| 销售与销售团队管理 | 2 | Sales and Sales Forces Management |
| 战略联盟：联盟成果管理 |  | Strategic Alliances: Managing for Results |
| **任务管理** |  | **Task Management** |
| 项目管理 | 3 | Project Management |
| 商业风险管理和应急预案 | 2 | The Business Risk Management and Contingency Planning |
| 问题分析与解决技巧 | 2 | Problem Solving and Decision Making |
| 跨部门跨企业跨国际之项目管理工作要领 | 2 | Multiple Projects Management |
| 危机管理 | 2 | Crisis Management |
| 流程管理在现代企业中的应用 | 2 | Process Management and Application in Modern Enterprise |
| 精准成本控制与分析 | 2 | Exact Cost Control and Analysis |
| **服务管理** |  | **Service Management** |
| 令人满意的客户服务 | 2 | Satisfactory Customer Service |
| 客户满意度测评及管理 | 2 | Customer Satisfaction Measurement and Management |
| 突破性客服的战略与实施 | 2 | The Strategy & Implementation of Breakthrough Customer Services |
| 增值客户服务 | 2 | The Value-Added Customer Service |
| 电话服销与电话中心的绩效管理 | 2 |  |
| **战略与发展** |  | **Strategy & Development** |
| 业务流程战略变革 | 2 | Strategic Transformation of Business Processes |
| 企业经营和发展战略 | 2 | Corporate Business & Development Strategies |
| 管理战略变革 | 2 | The Advanced Program in Managing Strategic Change |
| 高绩效的战略策划 | 2 | The High Performance Strategic Planning |
| **管理技能与领导力** |  | **Management and Leadership** |
| 新任主管管理技能提升 | 2 | First Time Manager |
| 卓越管理 | 2 | Excellence Management |
| 职业经理人管理技能提升 | 4 | Professional Managers Management Skills Improvement |
| 非财务经理的财务观 | 2 | Finance Management for Non-Financial Managers |
| 非质量经理的质量管理 | 2 | Quality Management for Non-Quality Managers |
| 组织教练课程 | 3 | Organizational Coaching Program |
| 组织发展与领导战略工作坊 | 2 | Organization and Leadership Workshop |
| 发展有效的领导管理技巧 | 2 | Developing Effective Leadership Skills - |
| 变革管理 | 2 | Change Management |
| **团队发展** |  | **Team Development** |
| 团队建设 | 2 | Team Building |
| 创建高绩效团队 | 2 | Creating the high performance team |
| **人力资源管理** |  | **HR Program** |
| 人力资源管理与发展系列课程 | 10 | HR Management ＆ Development Integrated Training Program |
| 人力资源管理变革与策划 | 2 | Human Resource Management Theory & Planning |
| 招聘与甄选 | 1 | Recruitment & Selection |
| 薪酬与福利 | 1 | Compensation & Benefits Design |
| 绩效管理 | 1 | Performance Management |
| 企业培训体系规划及管理－接轨ISO10015 | 2 | Training System Planning & Management- The ISO10015 Approach |
| 非人力资源经理的人力资源管理 | 2 | HR Management for Non-HR managers |
| 企业内部讲师特训课程(TTT) | 3 | Training the trainer(TTT) |
| 职业生涯规划 | 1 | Career planning and development |
| **个人效率** |  | **Personal Effectiveness** |
| 高绩效自我导航 | 2 | Achieving High Performance and Health in a High-Stress Environment |
| 时间，压力与情绪管理 | 2 | Time, Pressure and Emotion Management |
| 冲突管理 | 2 | Conflict Management |
| 专业演讲技巧 | 2 | Professional Presentation skills |
| 专业沟通技巧 | 2 | Professional Communication skills |
| **环境/职业健康与安全/能源/企业社会责任** | | |
| **课程名称** | **天数** | **Course Name** |
| **环境/职业健康与安全管理体系** |  | **EHS Management System** |
| ISO 14001 环境管理内审员 | 3 | ISO 14001 Internal Auditor |
| 环境管理体系初始环境评审技术 | 2 | Initial Environmental Assessment Techniques |
| OHSAS 18001:2007职业健康与安全管理内审员 | 3 | OHSAS 18001:2007 Internal Auditor |
| 职业健康安全管理相关法律、法规培训 | 2 | OHSAS 18000 Related Laws & Regulations |
| 企业员工环境健康与安全意识 | 1 | Environmental Health and Safety Awareness of Employee |
| 职业健康安全评估及控制 | 3 | OHS Assessment and Control |
| 如何持续改进环境健康安全绩效 | 1 | Continuous Improvement of EHS Performance |
| **综合管理体系** |  | **Integrated Management System** |
| 环境与职业安全综合管理体系内审员 | 4 | ISO 14001 & OHSAS 18001 Internal Auditor |
| 质量-环境-安全综合管理体系文件整合编制技巧 | 2 | ISO 9000:2000,ISO14000,OHSAS 18000 Documentation |
| 质量-环境-安全综合管理体系内审员 | 5 | ISO 9001:2000&14001,OHSAS 18001 Internal Auditor |
| **节能减排** |  | **Energy Saving & Cleaner Production** |
| 企业能源管理基础意识提升实务 | 1 | The Improvement Awareness of Energy Management |
| 能效提升及能源管理体系建设 | 2 | The Energy Efficiency Improvement & The Establishment of Management System |
| ISO50001能源管理内审员 | 3 | ISO50001 EnMS Internal Auditor |
| 企业能源因素识别，基准线建立及能源管理体系审核实务 | 1 | The Practice of Element Identification, Baseline Setup and Auditing of Energy Management System |
| **社会责任** |  | **Social Responsibility** |
| SA8000:2008标准解析 | 1 | Awareness of SA8000:2008 |
| SA8000社会责任管理体系内审员 | 3 | SA8000 Internal Auditor |
| ISO26000意识导入培训 | 1 | ISO26000 Awareness |
| ISO26000实施指南 | 2 | Implementation Guidance to ISO26000 |
| GRI指南讲解 | 1 | Guidelines Interpretation of GRI |
| GRI企业社会责任报告/可持续发展报告编写指南 | 3 | GRI/CSR Report/Sustainable Development Reporting Guidance |
| 企业社会责任能力提升的工具 | 1 | The improvement Tools of CSR Ability of Enterprises |
| 社会责任审核的技巧和方法 | 2 | Auditing Technics and Method of CSR |
| 化学品注册评估许可和限制与有害物质禁用指令 | 1 | REACH& RoHS2 |