



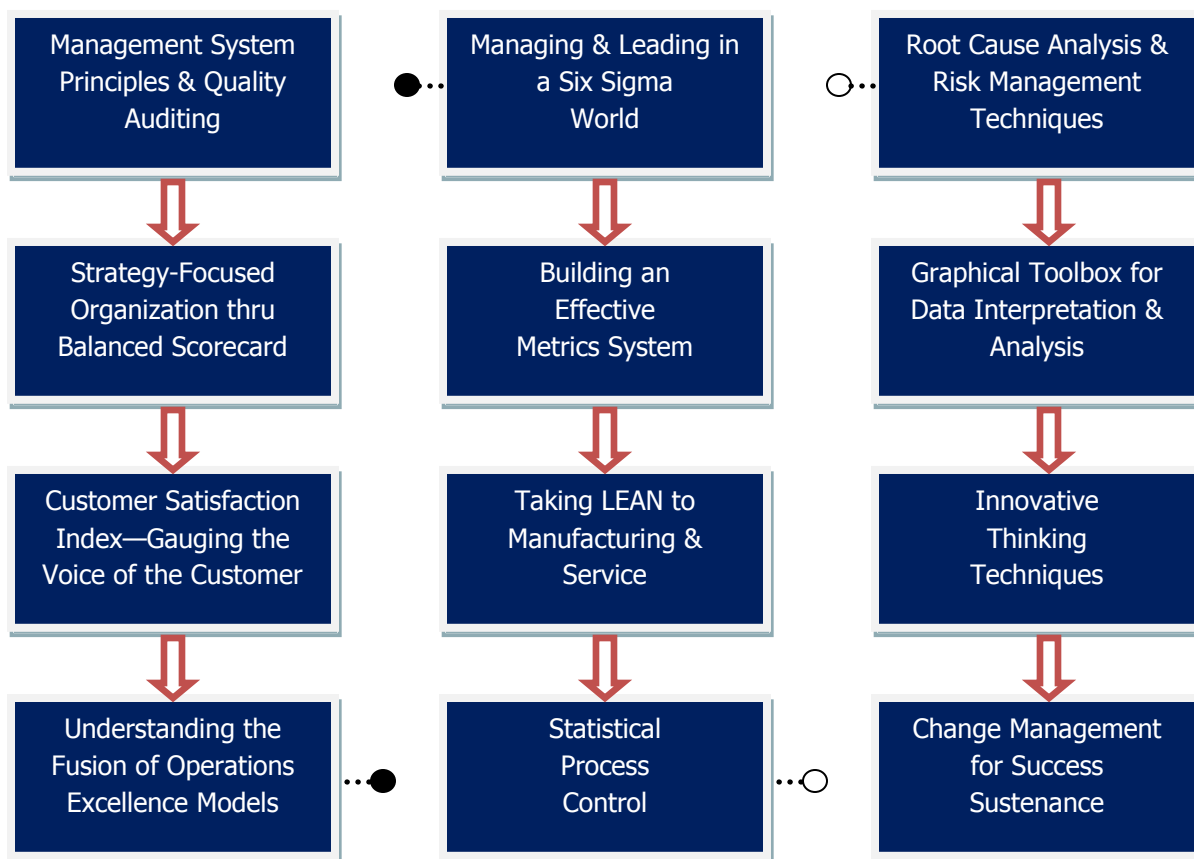
DigiLEAF Inc. cordially invites you to attend CERTIFICATION TRAINING PROGRAM IN ENTERPRISE QUALITY

Entitlement Certified Enterprise Quality Professional

Program Description

- This certification program is designed to cater to the strategic role of Quality Management with the objective of stakeholder satisfaction, process optimization and even raising the bar towards innovation. This program is developed to build the competence level that will fuse the understanding of diverse quality models and harness a professional who can gauge quality maturity of an organization and bring it forward.
- Upon completion of this program, an individual shall obtain a holistic understanding of quality-centric frameworks and build a custom-fit roadmap that will synergize to the organization's strategic goals. This will carry further in the formation of understanding towards tools and techniques for metrics building, problem solving and ideating for innovation.
- The knowledge areas in the curriculum are aligned with industry known body of knowledge in Strategic Management, ISO, Balanced Scorecard, Six Sigma and Lean. Upon successful completion, the certified professional may earn further credits to upgrade certification in Six Sigma.
- Designed to cater to individuals and organization in the look out for local certification less the burden of high international certification cost, but with the contents and application that are at par with international standards.

Curriculum Flowchart



Course Description

COURSE CODE	INSTRUCTOR-LED TRAINING DURATION (in days)	COURSE TITLE
GQ-01	2	Management System Principles and Quality Auditing

This course provides an introduction towards understanding Quality and linking it towards principles placed by different management system standards. This intends to integrate the objectives of such models that will aid in determining priority for the organization. This course will further detail the process-based approach of ISO towards Quality Management System. It runs through the Plan-Do-Check-Act Cycle of ISO 9001:2008 standard beginning from management responsibility towards quality, ensurance of resources, service provisions and quantifying performance. It will provide the train of thought beginning at establishing a customer-focused process meeting both the voices of the stakeholders and the business. This course will also provide the individuals the skills for Quality Auditing commencing from building of Quality Audit Plan until Closure of Corrective Action made.

GQ-02	1	Strategy-focused organization thru Balanced Scorecard
--------------	----------	--

This course is linked towards ISO 9001:2008 clause on Management Responsibility which emphasizes realization of strategic objectives from the decision makers down to the delivery and shared service centers. This course is linked towards Kaplan & Norton's mechanism of BALANCED SCORECARD-asserting that organizational goals are achieved by creating strategies both on financial aspects and its drivers: Business Development, Customer Concern, Process Capability and Employee Development. This will provide knowledge towards linkage of Operations Excellence Models towards the critical needs of the organization and how it can be translated to measurable goals.

GQ-03	1	Customer Satisfaction Index: Gauging the Voice of the Customer
--------------	----------	---

The course intends to capture Customer Requirements and translate it to a measurable metric that will provide baseline towards continuous improvement. This encompass customer requirements which are explicitly stated and those which are based on perception. This course shall provide techniques in gathering customer requirements and how to manage analysis for customer perception generated data often gathered through survey. It will run through creation of effective survey tool and proper graphical and descriptive analysis of the results.

GQ-04	1	Understanding the Fusion of Operations Excellence Models
--------------	----------	---

Time-tested quality models are already prevalent such as Six Sigma from Motorola, Lean from Toyota and other advanced models such as DFSS and TRIZ. These models tend to create an irony of clarity and confusion. The delight is manifested on the thought that holistic approaches are already available to respond to the business' strategic needs across varying concerns, local or cross-functional. However, the ebony side may not be disregarded. Where there is variety of best practices to use comes the complexity of where to begin or even, what to choose. This course aims to build the inter-linkage of all these models in realizing the intended change to the bottom line.

SX-01	1	Leading and Managing in a Six Sigma World
--------------	----------	--

This course presents a fundamental framework towards Problem Solving through introduction of Six Sigma methodology. Putting the rigors of Motorola's tested mechanism, this course will discuss how Problem is solved through identifying objective evidence of the issue to validating root causes until standardizing the improvement. This course will also provide synergy of Six Sigma to other existing operations excellence models. It will run through the storyboard of Define-Measure-Analyze-Improve-Control that will equip the learning towards the whole life cycle of continuous improvement. It will also include techniques on the DEFINE Phase covering Project Identification until Chartering.



Certified Enterprise Quality Professional

COURSE CODE	INSTRUCTOR-LED TRAINING DURATION (in days)	COURSE TITLE
-------------	--	--------------

GQ-05	1	Building an Effective Metrics System
--------------	----------	---

This course intends to quantify organizational goals by translating the Voices of: Customer, Process and Employees to measurable indicators that will reflect objectively the organizational performance. This course will discuss translation of Voices to Critical-to-Quality Attributes, mechanism of building metrics and statistical nature of data which will be made suitable for analysis. This course will also provide learning towards Cost of Poor Quality which will translate process performance to bottom line effect and designing a data collection plan that will standardize the gathering of data for metric calculation.

LN-01	1	Taking Lean to Manufacturing and Service
--------------	----------	---

This course intends to set the understanding of LEAN as a Process Optimization Model with a goal of reducing non-value adding wastes. LEAN, known to be as "Toyota Production System" was launched by the Toyota Family with the intention of making their process efficient without compromising the Voice of the Customer. Amidst its commencement in a manufacturing set-up, this course shall go beyond this confinement and will go through its applicability to non-manufacturing arena such as Service, Government, BPO and other IT-enabled sectors. This course will also run through Process Mapping techniques including Value Stream Mapping which is an effective tool in "Learning to See".

GQ-06	3	Statistical Process Control: Detecting Process Variation & Capability
--------------	----------	--

Metrics analysis is more than comparing the average from the goal; this course will discuss proper analysis towards understanding process variation. It will run through the techniques of Control Charting and will further explain causes of variation, source of control limits, and interpretation of trend behaviors. This course will also differentiate controllability and capability and how these two are linked together (i.e. Shrink and Shift Goal). This course will run through the different Control Chart techniques and how can these link towards mapping of baseline against the target, factor-to-factor comparison and improvement sustenance diagnostics.

GQ-07	1	Root Cause Analysis & Risk Management Techniques
--------------	----------	---

In response to Clause 8 of ISO 9001:2008, this course intends to supplement the need for Corrective and Preventive Action by guiding the process owners in understanding the problem and its source. This course provides the thought process in root cause analysis from identification and verification. This will also run through root cause identification and risk management techniques where the latter is vital for process where there is minimal to no room for failure. Such tools are patterned from the toolbox of Six Sigma Problem Solving.

GQ-08	1	Graphical Toolbox for Data Interpretation & Analysis
--------------	----------	---

This course intends to commence learning on Data Analysis through Graphical tools and techniques which are beneficial for preliminary problem investigation, root cause validation, verification of solution effectiveness and even diagnosing sustenance of change. Tools include: Histogram, Boxplots, Trend Charts, Distribution Charts, Pareto Diagram, Scatterplots and Descriptive Measures. This course will also highlight best practice and pitfalls towards Metrics Reporting.

GQ-09	1	Innovative Thinking Techniques
--------------	----------	---------------------------------------

Where Problem Analysis ends, thinking OUT-OF-THE-BOX begins. This course intends to bring the individual beyond the rigors of statistical analysis and place focus on Creative Ideation vital for Solution Formulation. Innovative thinking course includes techniques that will condition the mind to combine imagination and engineering thus called "Imagineering"-translation of a conceptual idea or pattern of thought into a workable solution towards a constraint.

GQ-10	1	Change Management for Success Sustenance
--------------	----------	---

This course is designed to provide Improvement and Standardization methodologies that will control change brought up by elimination of process wastes, reduction of issues, reengineering or other forms of continuous improvement. This course will touch on documentation strategies, metrics establishment and soft-skill techniques that will manage stakeholders and inputs in evolving AS-IS process to the next phase of process performance. This course is vital in the coverage of Improve and Control Phase of Six Sigma.

Requirements for Certification

The entitlement of **Certified Enterprise Quality Professional** shall be granted by the **International Alliance of Quality Professional (IAQP)**. IAQP was founded in 2009 by representatives of three countries namely: Philippines, Netherlands and Iran. The alliance' thrust is to strengthen the work of quality professionals embedded across the enterprise by rendering knowledge solutions to the stakeholders. **Digileaf Inc.** shall provide the administration and training for the said certification.

Eligibility:

1. Graduate of any four-year degree course
2. Proficient in Microsoft Office, preferably MS Excel
3. Proficient in written and oral English

Requirements:

1. The candidate should gain the knowledge embodied in the Certification Curriculum by ensuring complete attendance across training conducts. In any case that a candidate may miss certain number of days, the candidate needs to attend the other training schedule released by Digileaf Inc. pertinent for the missed module/s.
2. The candidate should manifest the embodied knowledge by passing the comprehensive diagnostic encompassing assessments on objective information and case studies that will test both the technicalities and application of the course. The passing rate is 80%.
3. Upon successful completion, the reviewing board shall certify that the candidate has attained the certification. The reviewing board reserves the right to defer certification for any case of misconduct of the candidate and/or of the engaged party.

Earned Credits

Upon successful completion of certification, the Certified Enterprise Quality Professional may further earn credits in attainment of:

- Six Sigma Green Belt Certification
- Six Sigma Black Belt Certification

Requirements for Upgrading to Six Sigma Certification

The entitlement for **Six Sigma Certification** will still be granted by the **International Alliance of Quality Professional (IAQP)** and **Digileaf Inc.** would still be the provider of the administration and training for the said certification. Six Sigma Certification offered herein are patterned to the industry-known body of knowledge of Six Sigma that is the fundamental paradigm towards strategic problem solving.

Six Sigma Green Belt Certification Requirements:

1. Upon receipt of Certified Enterprise Quality Professional entitlement, the professional is eligible to earn credits by only attending 3 out of 10 training days pertinent to complement the Course Curriculum for Six Sigma Green Belt. The additional learning module will be:

- * Hypothesis Testing for Advanced Data Analysis

In any case that a candidate may miss certain number of days, the candidate needs to attend the other training schedule released by Digileaf Inc. pertinent for the missed module.

2. The candidate should manifest the embodied knowledge by passing the comprehensive diagnostic encompassing assessments on objective information and case studies that will test the necessary competence for the additional learning module. The passing rate is 80%.
3. The candidate should manifest practical application of the course by completing **One (1) Six Sigma Project** within one year from the last day of training. The candidate should submit a Letter of Intent with the Sponsor's approval that the project's impact was realized within the organization and, the Six Sigma Project Storyboard. The reviewing board shall deliberate the project based on:
 - * Project's substantial impact to the organization
 - * Logical flow of Six Sigma Storyboard
 - * Technical Correctness and Suitability of the Analytical Tools
4. Upon successful completion, the reviewing board shall certify that the candidate has attained the certification. The reviewing board reserves the right to defer certification for any case of misconduct of the candidate and/or of the engaged party.

Requirements for Upgrading to Six Sigma Certification

Six Sigma Black Belt Certification Requirements:

1. Upon receipt of Certified Enterprise Quality Professional entitlement, the professional is eligible to earn credits by only attending 13 out of 20 training days pertinent to complement the Course Curriculum for Six Sigma Black Belt. The additional learning modules will be:
 - * Hypothesis Testing for Advanced Data Analysis
 - * Measurement System Analysis
 - * Seeing the Whole—Advanced Value Stream Mapping
 - * Linear Regression Modeling
 - * Logistic Regression Modeling
 - * Design of Experiment Fundamentals
 - * Design of Experiment—Screening and Modeling Techniques
 - * Reliability Analysis
 - * TRIZ: Theory of Inventive Problem Solving
 - * Measuring Financial Gains of Six Sigma

In any case that a candidate may miss certain number of days, the candidate needs to attend the other training schedule released by Digileaf Inc. pertinent for the missed module.

2. The candidate should manifest the embodied knowledge by passing the comprehensive diagnostic encompassing assessments on objective information and case studies that will test the necessary competence for the additional learning module. The passing rate is 80%.
3. The candidate should manifest practical application of the course by completing **Two (2) Six Sigma Projects** within one year from the last day of training. The candidate should submit a Letter of Intent with the Sponsor's approval that the project's impact was realized within the organization and, the Six Sigma Project Storyboard. The reviewing board shall deliberate the project based on:
 - * Project's substantial impact to the organization
 - * Logical flow of Six Sigma Storyboard
 - * Technical Correctness and Suitability of the Analytical Tools
4. Upon successful completion, the reviewing board shall certify that the candidate has attained the certification. The reviewing board reserves the right to defer certification for any case of misconduct of the candidate and/or of the engaged party.

Questions & Answers Related to Certification in Enterprise Quality

1. **Question: What does the Public Training Schedule mean? Does this mean continuous weeks of training or it only means that you offer the courses within this period? Can the courses be taken within a year or more?**

Answer: The public training schedule caters to diverse audiences representing various companies who are attending the program at Digileaf training venues. Although the program was designed for consecutive weeks, upon enrolment of the said program, a participant may take the course within the intended weeks period if his schedule permits or request to schedule on other scheduled date as long as the program is accomplished within six months. However, we DO NOT advise a candidate to miss a module since the course is hierarchical and the learning might hamper because the pacing was compromised.

2. **Question: Is there an assessment exam to determine if trainings are still needed prior to certification exam? Is there an assessment fee? If yes, by how much? When/where is the assessment exam conducted?**

Answer:

1. Yes, there is an assessment exam given to those who intend not to take any/all of the courses in the formal training sessions. But to increase the possibility of passing the certification exam, attendance to the review sessions is highly recommended.
2. The assessment exam covers specific body of knowledge areas taken from Six Sigma. The representative of the assessment board shall determine if all or selected body of knowledge areas shall be included in the assessment exam.
3. Three days prior to the assessment exam, a qualification evaluation shall be conducted by the assessment board. The assessment exam is conducted on as needed basis.

Requirements for the assessment exam:

1. Copy of detailed resume
2. Questionnaire answers (questionnaire shall be sent through email upon receipt of resume)
3. Assessment fee of P2,500.00 per head

3. **Question: What to do with the payment when a participant can't finish the entire training program?**

Answer: Only payment for the completed courses is required. Computation of the course fee shall be based on the discounted package fee.

4. **Question: Can I proceed with Six Sigma Black Belt Certification without getting the Green Belt?**

Answer: Yes you can. Also, if you decide to proceed from Green Belt to Black Belt, you may also earn credits. This is the reason why CEQP is a good springboard for long-term learning plan towards Enterprise Quality.

5. **Question: What to do in case of exam re-take?**

Answer: Payment is required for re-take. Exam fee is P5000.00. 50% (P2,500) is required for re-take. Re-take shall commence 3 months after the date of previous take.

6. **Question: Are there discounts and payment terms?**

Answer: Yes, request for the discounts and payment terms guidelines from our training Coordinators.

7. Question: What are the different types of fees within the certification program?

Answer:

CERTIFICATION TITLE	INVESTMENT PER HEAD (INCLUSIVE OF 12% VAT)
Certified Enterprise Quality Professional	P 58,000.00 (Includes fees for the following: training, exam review/ mock exam, administration of certification exam)
Upgrade to Six Sigma Green Belt Certification	P 26,200.00 (Includes fees for the following: 3-day training, exam, review of 1 Six Sigma Project) Optional: exam review fee of P11,200.00
Upgrade to Six Sigma Black Belt Certification	P 101,500.00 (Includes fees for the following: 10-day training, exam, review of 2 Six Sigma Projects). Optional: exam review fee of P11,200.00
Exam Re-take	P2,500.00
Exam Review Fee only	P11,200.00
Assessment Fee (Applies to those who intend not to take any/all of the formal training sessions. Taken prior to review/certification exam. Optional only.)	P2,500.00

Please refer to Six Sigma Green Belt Certification collateral for the details of upgrading Six Sigma Green Belt to Black Belt entitlement.

8. Question: What are the courses included in the training program? When is the next schedule?

Answer: Schedule for 2010

Course Code	Course Title	Detailed Schedule (9am-5pm)
GQ-01	Management System Principles & Quality Auditing	March 05 & 06
GQ-02	Strategy-focused Organization thru BSC	March 12
GQ-03	Customer Sat Index: Gauging the VOC	March 13
GQ-04	Understanding the Fusion of Operations Excellence Models	March 19
SX-01	Managing and Leading in a Six Sigma World	March 20
GQ-05	Building an Effective Metrics System	March 26
LN-01	Taking Lean to Manufacturing and Service	March 27
GQ-06	Statistical Process Control	April 10, 16 & 17
GQ-07	Root Cause Analysis and Risk Management Techniques	April 23
GQ-08	Graphical Toolbox for Data Interpretation and Analysis	April 24
GQ-09	Innovative Thinking Techniques	May 07
GQ-10	Change Management for Success Sustenance	May 08
	Review and Mock Exam	May 15
	Certification Exam	May 22

For more details and registration contact: 864-0403 or 864-0596, look for Ms. Cienda Zulueta or you can email us at info@digileaf.com