

MICHIGAN MANUFACTURING TECHNOLOGY CENTER

The Michigan Manufacturing Technology Center (MMTC) offers direct technical assistance to small and medium-sized manufacturers and food processors to connect them to the best manufacturing practices and technologies available. State and federal funding in combination with links to national industry groups, major manufacturers, automation equipment vendors, universities and research laboratories make it possible for MMTC to offer services that would not otherwise be affordable.

Assistance is offered in areas including product and process innovation, lean manufacturing and continuous improvement, quality systems, ISO 14001, costing systems, management training, matchmaking and business development services. In July 2012, MMTC was accredited as

an Authorized Provider by the International Association for Continuing Education and Training (IACET). MMTC programs that are currently eligible for IACET CEUs are marked with an asterisk (*).

In addition, MMTC offers a unique performance benchmarking service comparing a company's performance to that of its peers and making recommendations for improvement.

MMTC services are delivered through the regional affiliates listed below. For more information, visit the MMTC website at www.mmtc.org or contact the Michigan Economic Development CorporationSM Customer Contact Center at 517.373.9808.

LOCATION	WEBSITE	TELEPHONE	FAX
MMTC—Northeast Saginaw Valley State University Center for Manufacturing Improvement 7400 Bay Road University Center, MI 48710	www.svsu.edu/cbed/ mmtcne	989.694.7015	989.964.2656
MMTC—Northern Lower NMC—Training and Research 1701 East Front Street Traverse City, MI 49686	www.nmc.edu/training	231.995.2218	231.995.2022
MMTC—Southeast & Headquarters 47911 Halyard Plymouth, MI 48170	www.mmtc.org	888.414.6682	734.451.4201

LOCATION	WEBSITE	TELEPHONE	FAX
MMTC—Upper Peninsula Northern Initiatives P.O. Box 7009 Marquette, MI 49855	niupnorth.org	906.226.1673	906.228.5572
MMTC—West The Right Place, Inc. 161 Ottawa Avenue, NW, Suite 400 Grand Rapids, MI 49503	rightplace.org	616.771.0557	616.771.0555

MMTC offers a broad range of services. Listed below is a sampling of these services. Please visit MMTC's website at www.mmtc.org for a menu of services offered through each of the regional offices.

LEAN BUSINESS SOLUTIONS:

- Continuous improvement peer learning
- Kaizen workshops
- Cellular manufacturing
- Setup time reduction
- Plant layout
- Value-stream mapping
- A3 Problem Solving
- Production Preparation Process (3P) for Product Launch
- Lean manufacturing champion*
- Lean Six Sigma Green Belt certification
- 5S workplace organization
- Lean office champion*

QUALITY SYSTEMS

- ISO 9000*, AS9100*, TL9000, ISO13485, ISO/TS 16949*
- pre-certification implementation, training & audits
- Internal auditing & training
- Gap analysis
- OHSAS 18001
- Root cause analysis
- HACCP training and certification
- Core tools: FMEA, MSA, SPC, APQP, PPAP

- Staff Internal Auditor Services
- Problem solving methods
- Scrap Cost Reduction & Prevention (SCRAP) Program

TECHNICAL SKILLS

- Blueprint reading
- Geometric Dimensioning & Tolerance (GD&T)
- Statistical Process Control (SPC)
- Metrology
- Design of Experiments (DOE)

ASSESSMENT & TOOLS

- Focused assessments for lean manufacturing, lean office and quality systems
- No-fee Waste walks
- Environmental audits
- Matchmaking
- Best Practice Tours
- Metrics to drive your business

COSTING SYSTEMS

- Activity-based costing & quoting
- Value Stream Mapping
- Financial Analysis - Profit Mastery®

SUSTAINABILITY

- ISO 14000/14001 environmental management system planning
- Environmental audits & assessments

- ISO 50001 implementation and internal auditor
- Waste minimization
- Sustainable Business Peer Learning

BUSINESS DEVELOPMENT SERVICES

- Marketing skills
- Solution Selling®
- Idea testing
- Website effectiveness analysis
- Innovation Marketplace

MANAGEMENT SKILLS

- Leadership training and assessments
- Team building
- Succession planning
- Leadership in Action Innovative Strategic planning
- Corporate climate/culture

HR /ORGANIZATIONAL DEVELOPMENT SERVICES

- Recruitment/selection
- Development of performance management systems
- Employee satisfaction surveys
- Compensation surveys
- Policy/procedure development

SIX SIGMA PROGRAMS

- Introduction to Design Experiments
- Minitab Training Workshop
- Six sigma green belt training & certification*

ECOMMERCE /IT CONSULTING SERVICES

- Web development
- Software evaluation, implementation and training
- Application development
- Search Engine Optimization ecommerce

INITIAL EVALUATION

- Performance benchmarking reports
- Transformation planner reports
- Business development audits
- Meeting to discuss opportunities

INTERPERSONAL AND COMMUNICATION SKILLS

- Leadership & supervisory skills
- Conflict management & mediation
- Facilitation skills
- Feedback & coaching