



A MODEL FOR SUCCESS: How One Community College Built a Sustainable (and Replicable) Six Sigma Training Program

Overview

THE CLIENT

Central Piedmont Community College (CPCC), located in North Carolina, offers a variety of continuing education programs through its Corporate and Continuing Education (CCE) division.

THE CHALLENGE

Deploy a Six Sigma training and certification program. With limited resources and no experience in Six Sigma, CPCC needed to create a top-quality program capable of generating a sustainable revenue stream.

What is Six Sigma? Six Sigma is a powerful management system that helps companies increase profits by eliminating variability, defects, and waste.



THE SOLUTION

The Quality Group (TQG), an industry leader in Six Sigma training, provided a blended e-Learning solution that was top-notch, low-cost, and turn-key.

THE RESULT

- **ROI:** A top revenue-generator, the program is 100% self-funded.
- **Market Expansion:** Classes added in response to demand from the business community.
- **Effective Training:** With blended e-learning, students learn more in less time, with higher retention and proven results.
- **Brand Identity:** Built a reputation for providing a higher level of corporate training, with access to advanced technology.



The Six Sigma program has been a revenue stream that we have relied on and been appreciative of for the past seven years

Mona Rabon
CPCC Director of Leadership, Management and Professional Development.



In 2002, when CPCC's Corporate and Continuing Education Division began researching the feasibility of deploying a Six Sigma training course, they contacted TQG.

Intrigued by the potential of TQG's blended e-learning model, comforted by the prospect of a turn-key solution, and impressed by their experience working with Fortune 500 companies, CPCC selected TQG as its Six Sigma training partner.

Effortless Implementation

All the normal steps involved with bringing in a new program—developing the curriculum, creating materials, hiring qualified instructors, etc.—were handled seamlessly by TQG. CPCC simply scheduled the courses and provided the classrooms.

Key Ingredients

1. **Training Method:** Blended e-learning combines classroom instruction with engaging online learning. This highly effective learning solution is perfectly suited to the corporate and continuing education environment due to its flexible scheduling and reduced class time.
2. **Delivery Platform:**
 - Advanced portal management system, hosted by TQG's OpusWorks platform.
 - Web-based portal is customized with CPCC's logo to increase brand identity.
 - Students can complete the online portion of class 24/7—from anywhere in the world.
 - Meets the administrative needs of CPCC by enabling staff to administer, track, report, and analyze its training.
3. **Champion Instructor:** TQG supplied Gary Klipp as the lead instructor for the program. With a mastery of all Six Sigma content, Klipp's guidance and expertise was a key factor in the program's success.

Impressive Outcome

One of the most successful programs CPCC has ever had, revenue and enrollment numbers have exceeded expectations:

- A single Six Sigma training class can generate up to five times more revenue than a typical leadership course.
- 150+ students enroll in CPCC's Six Sigma Green Belt training program each year.
- In 2004, CPCC added top-level Black Belt certification classes and contract Six Sigma training for local businesses. These additions have not only boosted revenue, but have rocketed CPCC'S reputation among the local business community.

Future Plans

Confident in their ability to expand upon the success of the Six Sigma blended e-learning model, CPCC plans to add classes in project management skills, logistics, ISO, and more. They are currently assessing demand for "WinAt-Work" and "Virtual Work"—both turn-key courses, ready to be delivered by TQG.

The Quality Group
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