



Solutions in Operations

There are a variety of improvement methodologies available for consideration by any company but any program needs verification that depth and breadth of the subject is known and understood. Without that “proof” there is no way for an organization to determine the true understanding of any individual and the likely value that could bring to the company.

I am very committed to Quick Response Manufacturing because it fits the needs of RenewAire and has proven to be extremely effective at improving the business from a strategic and operation standpoint. I think it is very important for the reasons stated above to have specific proof of capability and the Tempus Institute Certificate program does just that.”

*Chuck Gates, President
RenewAire*



Quick Response Manufacturing (QRM) Certificate Program

The QRM Certificate program is administered by Tempus Institute to spread the understanding and use of Quick Response Manufacturing by providing a meaningful credential for QRM practitioners, professional managers, and external consultants to demonstrate their proficiency in QRM.

There are three levels of certificates available:

- Level One – QRM Knowledge
- Level Two – QRM Leadership
- Level Three – QRM Mastery

WHAT IS QUICK RESPONSE MANUFACTURING?

Quick Response Manufacturing (QRM) is a companywide strategy to cut lead times in all phases of manufacturing and office operations. It can bring your products to the market more quickly and help you compete in a rapidly changing manufacturing arena. It will increase profitability by reducing cost, enhance delivery performance and improve quality.

QRM is commonly used to:

- Rapidly introduce new products
- Reduce cost and overhead
- Increase market share
- Slash manufacturing lead times
- Produce higher-quality parts
- Eliminate non-value added work

LEVEL ONE: QRM KNOWLEDGE

The Certificate of Completion – Level One: QRM Knowledge will be awarded to candidates who demonstrate a thorough understanding of the concepts of Quick Response Manufacturing and its application.

It is expected that holders of this certificate will be able to effectively communicate the elements of Quick Response Manufacturing and participate in its implementation to meet enterprise goals.

The Level One certificate requires 32 hours of approved QRM training, read Dr. Suri’s books on QRM, participate in one QRM project, and pass a 3-hour open book examination on QRM. The examination can be given at the location chosen by the candidate.

STEP ONE: APPLICATION PROCESS

Submit documentation of the following:

- Date book readings were completed
- Dates, locations, and instructor(s) of 32 hours of QRM training (the training must have taken place within five years of this application).
- The details of the QRM project in which the candidate participated as described in Item #4 P.O. Box 41171, Dayton, Ohio 45441 937.630.3035 info@tempusinstitute.com
- Application fee of \$250



To participate in the QRM training hours, please contact your local IMEC specialist for more information.

888.806.4632

www.imec.org

STEP TWO: EXAMINATION

The Level One QRM Certificate examination is taken at a site selected by the candidate and will be monitored by a proctor, also selected by the candidate. Both the site and proctor are subject to approval by Tempus Institute. The following procedures define the process for taking the examination.

After receiving approval of Step 1 documentation, the candidate will submit the Examination Application to indicate which examination and date are requested. The form requires the name, title, organization, and association with the candidate of the proctor who will be overseeing the candidate's examination session. The proctor should be the candidate's manager, company peer, or professional colleague. The candidate will submit a fee of \$250 along with the application.

The candidate will be then be notified of acceptance for registration for the requested examination which will be offered on designated dates throughout the year. In some cases, a company or organization may request a special examination date for group of candidates.

On the examination date, the candidate will receive the examination for completion within three hours. It is to be legibly filled out on paper by pencil or pen. The only resources that may be used for the examination are Dr. Suri's books; computers and websites are not be used during the exam.

At the end of the three hour session the proctor is to sign the examination and immediately fax or email it to Tempus Institute. The original examination is then to be signed by the candidate and proctor and mailed directly to Tempus Institute.

A 75% score is required to pass the examination. Only the final grade will be communicated to the candidate. The examination will not be returned. If a passing grade is not attained, the candidate will be allowed one retake at a charge of \$250 on the following examination date. If the retake is not passed, the candidate may apply for the certificate after one year from the retake.

CERTIFICATE AWARD & REGISTRY

The candidate who completes both steps will be receive a Level One certificate and has the option of being listed on the Tempus Institute website registry of certificate holders. There will be no cost to be in the registry for the first year; there will be a \$100 annual fee to remain listed on the registry after the first year.

To learn more about the Tempus Institute, visit www.tempusinstitute.com