FCU SOLUTIONS, INC.

Our Learning Portfolio

Training is a fundamental part of human resource development. Mark Salsbury said "...while extraordinary products and unique services still afford a competitive advantage, the one advantage that stands the test of time... is people." Training and development are exercised to reinforce skills, knowledge, attitude and behavior of your team. FCU Solutions, Inc. offers professional development opportunities for a continuous learning cycle.

Building an organization's quality business culture and making its people more effective is at the core of what we do. Our training courses provide support and service focus on three mainstreams:

Quality Management

Environmental, Health, and Safety Management

Human Resources and Organizational Development

FCU SOLUTIONS, INC.

Quality Management Courses

COURSE TITLE	COURSE OBJECTIVES
ISO 9001:2015 Appreciation	• To appreciate ISO 9001:2015 as a business model • To provide an understanding of the role of ISO 9001:2015 in addressing quality assurance of products/service and stakeholder satisfaction • To provide an understanding of the requirements of the standard and their practical applications
Management System Documentation	• To underscore the importance of having a documented management system • To identify information that need to be documented and to provide guidance in their proper documentation • To provide working knowledge and understanding of the requirements of the MS standards with regard to documentation • To improve skills in planning, writing, and monitoring of results of management system implementation • To introduce different methods of managing documented information - filing, storing, archiving and disposal.
Value-Added Risk-Based Internal Auditing	• To provide an appreciation of the importance of the internal audit process • To improve skills in conducting value-added audits • To identify improvements needed in conducting internal audits
Strategic Quality Planning	• To provide guidance in defining the overall strategic and operational directions of the organization • To ensure alignment of the Quality Policy to strategic directions • To translate strategic goals to operational goals and action plans
Planning by SOARing	• To generate uplifting discussions through appreciative inquiry and focus on what works for the organization • To identify strategic actions that leverage strengths and opportunities to strive for shared aspirations and measurable results

All icons and vector images used are from Freepik.

FCU SOLUTIONS, INC.

Quality Management Courses

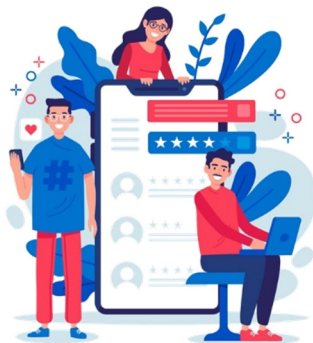| COURSE TITLE	COURSE OBJECTIVES
Risk Management and Business Continuity	• To provide an understanding of the risk management principles • To provide an understanding of the importance of risk assessment and analysis as part of the business planning process • To provide an understanding of the principles of business continuity • To provide an understanding of business continuity planning in mitigating the impact of disruptive incidents • To provide a framework in implementing a Business Continuity Management System
Improving Internal Audit Efficiency through ISO 19011:2018	• To provide internal auditors with advance skills to enable them to gather and analyze information to assess the effectiveness of their organization's Management System • To equip internal auditors with working knowledge on preparing, implementing, reporting and tracking internal audits • To ensure that audit activities contribute to the development, improvement, and integration of the organization's management system
Principles of Quality Costs	• To appreciate the relationship between financial measures and the Quality Management System • To identify measures appropriate to the company's industry that are indicative of the system's performance • To determine ways to collect reliable data and learn to analyze results • To develop programs to manage these measures and integrate them into the MS
Measuring Customer Satisfaction	• To provide an understanding of the expectations and requirements of customers • To determine how well the organization and its competitors are satisfying these expectations and requirements • To identify opportunities for improvement of the organization's strategies, products/services, processes and characteristics that are valued by customers • To monitor and analyze trends over time allowing an organization to adapt and modify products/services to meet the changing requirements of customers

FCU SOLUTIONS, INC.

Quality Management Courses

COURSE TITLE	COURSE OBJECTIVES
Managing CX for CX: Customer Service Journey and Service Excellence	• To appreciate that customer service is key to success • To provide an understanding of activities that add value and provide guidance in developing service standards and best practices that will consistently build and enhance customers' experience • To visualize customers' journey throughout the service delivery processes • To provide a framework on how to identify customer touchpoints and address customer needs • To provide working knowledge on how to build a customer-focused culture
Kaizen Events	• To identify and eliminate wastes through applying quick and focused improvements with lasting change • To improve process efficiency by identifying and applying incremental changes • To involve all employees in the process of continual improvement
Value-Stream Mapping	• To evaluate and analyze processes to make the best improvement efforts • To equip participants with working knowledge on improvement tools and techniques to streamline processes
Value-Added Root Cause Analysis	• To provide an understanding of the various root cause analysis tools for effective problem-solving • To provide guidance in formulating long-term solutions to issues encountered in the implementation of the MS
Lean Manufacturing Concepts	• To achieve competitive advantage through cost reduction, waste elimination opportunities and efficient processes in operations • To identify and maximize value adding activities that improve customer satisfaction
5S – The Pillars of Productivity, Discipline, and Quality Culture	• To appreciate the 5S principles and help recognize their significance to continual improvement • To introduce industry best practices in 5S practices that are applicable to the company's context • To establish a framework that builds the culture of discipline in sustaining different 5S practices and creativity in developing new ways to improve

All icons and vector images used are from Freepik.

FCU SOLUTIONS, INC.

MANILA OFFICE
Suite 8R, Future Point Plaza 2
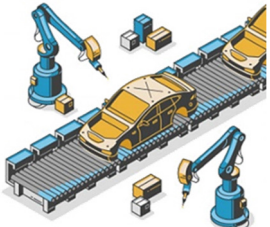Mother Ignacia Street
Quezon City

CEBU OFFICE
No. 30 Santa Lucia Street
San Vicente Village
Subangdaku, Mandaue City

TELEPHONE: (632) 8332 0264
MOBILE: +63 917 880 9001
EMAIL: fcusolutionsinc2016@gmail.com
WEBSITE: www.fcusolutions.org

Quality Management Courses

COURSE TITLE	COURSE OBJECTIVES
IATF 16949:2016 Awareness	• To understand the requirements of IATF 16949 Automotive Quality Management System • To appreciate the relevance of the Standard's requirements in meeting stakeholders' and Customer Specific Requirements (CSR) • To Introduce the core tools such as Advanced Product Quality Planning (APQP), Failure Mode and Effects Analysis (FMEA), and Statistical Process Control (SPC), etc. to prevent defects and reduce variation in outputs
Supplier Partnership Program Design	• To identify principles of customer-supplier relations • To provide an understanding of the importance of and reasons for supplier partnership • To determine key factors for developing successful partnerships • To develop a strategic plan for all interactions with external providers
Business Modeling using Osterwalder's BMC	• To provide an understanding of the holistic view of the business in a straightforward and structured way • To analyze how a company creates, delivers, and captures value in a visual context • To evaluate existing business model and fine tune value propositions
Applying Appreciative Inquiry Principles to Sustain QMS Improvement Initiatives	• To provide guidance on how to use appreciative inquiry in fostering organizational improvements and positive relationships to enhance collaboration and change around common goals
Facilitating Change Through Positive Psychology	• To provide an understanding of the different positive psychology interventions that can be applied in a workplace • To establish a framework based on positive psychology interventions and strategies to create a positive culture and to generate exceptional organizational performance
Initiating Quality Culture Through Appreciative Inquiry	• To discover the Company's and individual's strengths and opportunities • To improve workforce's response to change using Positive Psychology • To create an organizational culture that inspires quality work by shifting the perspective towards the ideals and "what could be" • To address company constraints by creating solution-focused programs through Appreciative Inquiry

FCU SOLUTIONS, INC.

Quality Management Courses

COURSE TITLE	COURSE OBJECTIVES
Lean Principles in Construction	• To provide an understanding of the principles of lean management and how lean can be implemented in a construction context • To apply lean management in project delivery to increase stakeholder value and produce value-adding, reliable and quality structures • To ensure key lean tools are integrated in the whole project duration through maximization of workflow, minimization of performance variation and the elimination of systemic waste sources

" *Lean Principles in Construction Seminar is a MUST for construction companies especially in this fast paced and competitive environment. The seminar tackled the different techniques on how to achieve QUALITY in the least amount of time and cost. It simplifies the processes of construction. It teaches us how to have an edge over other companies. But most importantly the seminar boosted the morale of our company, it opened our eyes to a different perspective. We are now more focused, motivated and disciplined. We now appreciate our work more. We really enjoyed and learned a lot from the seminar.* "

– Jen de Leon, Philworks Construction

All icons and vector images used are from Freepik.

FCU SOLUTIONS, INC.

Environmental, Health, and Safety Management Courses

COURSE TITLE	COURSE OBJECTIVES
ISO 14001:2015 Appreciation Workshop	• To provide an understanding of the ISO 14001:2015 Standard • To provide an understanding of the role of the EMS in achieving continual environmental performance improvement • To provide an understanding and appreciation of the requirements of the standard and their practical applications
ISO 45001:2018 Occupational Health & Safety Management System Appreciation Workshop	• To provide an understanding of the ISO 45001:2018 Standards • To provide an understanding of the standard's role in achieving continual OHS performance improvement • To provide an understanding and appreciation of the standard's requirements and their practical applications
Identifying and Analyzing Environmental Risks	• To review the company's operations and identifies relevant activities and their possible aspects including direct or indirect impacts • To ensure environmental aspects and their environmental impacts are systematically identified and assessed to determine priority actions to be taken to improve environmental performance
EMS Internal Audit	• To provide internal auditors with skills to enable them to gather and analyze information to assess the effectiveness of their organization's Environmental Management System • To equip internal auditors with working knowledge in preparing, implementing, reporting and tracking internal audits (based on ISO 19011:2018) • To ensure that audit activities contribute to the continual improvement of the organization's management system
Understanding Philippine Environmental Regulations	• To provide working knowledge on relevant Philippine environmental regulations that affect an organization's operations • To provide an understanding of environmental compliance requirements, including the government enforcement measures and methods

FCU SOLUTIONS, INC.

Environmental, Health, and Safety Management Courses

COURSE TITLE	COURSE OBJECTIVES
OHSAS Risk Assessment Methods	• To ensure that occupational health and safety hazards and their consequences are systematically identified and assessed to determine priority actions of be taken • To provide the organization with tools and means to implement necessary measures to address OSH risks
Introduction to Green Procurement	• To incorporate environmental and health considerations in procuring goods and services • To apply methods in the womb-to-tomb procurement process to minimize adverse environmental impacts • To promote environmental protection and sustainability through green procurement
Waste Reduction and Prevention	• To identify different types of wastes generated produced and their different sources • To learn different methods, concepts and designs of waste reduction and prevention of different industries • To analyze existing prevention initiatives within the company and develop or adapt new ideas and concepts for waste prevention and reduction • To understand the implications of non-compliance on waste management
Behavior Based Safety Program	• To provide both employees and employers working knowledge on how to incorporate behavioral norms to reduce workplace injuries and illnesses • To learn the concepts of safe behavior programs and the impacts of attitude, positive and negative reinforcements • To empower employees and leaders to assess and develop a proactive safety culture

FCU SOLUTIONS, INC.

Human Resource Development Courses

COURSE TITLE	COURSE OBJECTIVES
Success Through Teamwork	• To foster relationship and cohesiveness of sub-teams • To internalize corporate values • To identify the components of winning teams • To ignite the spirit of performance achievement • To bring out the best in each member to collectively leverage individual strengths in developing a high-performance team
Productive Employee Performance Appraisal	• To maximize the use performance appraisal in aligning leaders and employees, connecting the team and organizational goals; and being a catalyst for employee growth and development • To develop a performance appraisal process that engages employees, creates more clarity, and makes the role of a leader easier in the long run
Turning Training into Learning	• To provide working knowledge and guidance on the design, development, and delivery of programs that are aligned to measurable results • To understand the process by which adults learn • To utilize learning opportunities to enhance business performance
Expanding Leadership Roles of Supervisors	• To identify the different leadership roles supervisors could perform to improve performance of their team members • To appreciate the functions and influences of each role to overall development of employee performance • To equip supervisors with knowledge, skills, and attitude (KSA) needed to carry out their roles effectively • To determine ways to sustain and improve supervisors' acquired skills
Leadership Success – Inspiring and Achieving Results	• To recognize innate leadership traits among the employees • To learn how to effectively inspire and lead people • To improve communication and decision-making skills
Goal Setting and Achieving Personal Best	• To develop personal long-term vision and motivation • To set personal SMARTER goals and identify ways to achieve them • To recognize one's abilities and competencies to be maximized in achieving personal goals • To align personal goals to corporate goals making employees positive contributors to corporate success

FCU SOLUTIONS, INC.

Human Resource Development Courses

COURSE TITLE	COURSE OBJECTIVES
The Organizer – Effective Time Management	• To identify main obstacles or time wasters to effective time management and adapt strategies for reducing them • To equip participants with a range of tools, techniques and concepts for effective time management and develop time management skills • To learn to determine and use assertive responses to different time management situations • To build effective time management processes that improve productivity
Moving Ahead – Behavior Patterns to Success for Managers	• To improve professional image by building on positive behavioral patterns • To increase emotional intelligence to better handle workplace relationships • To contribute to a more positive work environment by developing positive triggers, positive emotions, empathy and effective planning and communication
Winning in Workplace Communication	• To understand the importance of effective workplace communication in team development, organizational culture, employee engagement and buy-in, and client relationships • To improve workplace communication that could contribute to increased morale, productivity and commitment of employees
Designing Training Programs	• To understand the various elements that constitute a successful training program • To design and develop training programs that bring about continual improvement in job performances • To learn how to create engaging learning opportunities based on the needs and learning styles of adult learners
Developing Corporate Code of Conduct	• To revisit corporate values as guides to harmonize personal and company expectations • To translate corporate values to specific behavioral standards and social norms • To develop a matrix of acceptable behaviors (Code of Conduct) that would serve as standards for discipline and organization culture

FCU SOLUTIONS, INC.

Hotel and Restaurant Operations Improvement Programs

COURSE TITLE	COURSE OBJECTIVES
Food Safety – HACCP	• To provide an understanding of the seven (7) principles of HACCP • To provide working knowledge on the methods of adopting a HACCP system in a food plant/establishment to meet customer and regulatory requirements
ISO 22000:2018 Food Safety Management System Appreciation Workshop	• To provide an understanding of the ISO 22000:2018 requirements • To enable an organization to set and improve its internal processes in order to consistently provide safe food • To appreciate the benefits of an efficiently-implemented food safety system
Food Cost, Price and Revenue Management	• To introduce the principles and framework of food costing, pricing and revenue management • To calculate ideal food costs contributing to target margins • To understand how revenues can be maximized through revenue management tools
Food Inventory Management	• To ensure preservation of food ingredients by maintaining safe and hygienic storage practices • To equip participants with tools and techniques to plan and monitor usage of ingredients • To minimize financial loss due to pilferage and wastes
Efficient Floor Management	• To understand traffic flow and basic design requirements for the smooth flow of operation • To understand the impact of facility design on facility management and process optimization • To determine and understand proper sanitation, hygiene and safety procedures and techniques as consideration in facility planning and design • To identify methods to manage facility design that supports the implementation of lean concepts in operations
Cleanliness and Sanitation	• To improve health and hygiene in the workplace to promote a healthier environment • To identify practical ways to maintain and sustain a clean and hygienic work place • To incorporate cleanliness and sanitation as a way of life

All icons and vector images used are from Freepik.

FCU SOLUTIONS, INC.

Contact Us

☎ (632) 8332 0264

📱 +63 917 880 9001

📧 fcusolutionsinc2016@gmail.com

🌐 www.fcusolutions.org

MANILA OFFICE
Suite 8R, Future Point Plaza 2
Mother Ignacia Street
Quezon City

CEBU OFFICE
No. 30 Santa Lucia Street
San Vicente Village
Subangdaku, Mandaue City

TELEPHONE: (632) 8332 0264
MOBILE: +63 917 880 9001
EMAIL: fcusolutionsinc2016@gmail.com
WEBSITE: www.fcusolutions.org