

**GENERAL SERVICES ADMINISTRATION**

**Federal Acquisition Service**

*Authorized Federal Supply Schedule Price List*

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The internet address for GSA Advantage! is: <http://www.GSAAdvantage.gov>.

**Schedule for – Mission Oriented Business Integrated Services (MOBIS)**

**Federal Supply Group: 874 Class: R499**

**Contract Number: GS-10F-0065W**

**For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>**

**Contract Period: December 14, 2009 through December 13, 2019**

**Price List Modification # PS-0016, dated January 1, 2014**

**Contact Information:**

**Juran Institute, Inc.**

PO Box 517

Southington, CT 06489

Telephone: (203) 267-3445

Fax Number: (203) 267-3446

Web Site: [www.juran.com](http://www.juran.com)

E-mail: [tpietras@juran.com](mailto:tpietras@juran.com)

Contract Administration: Tina Pietraszkiwicz

Business Size: Small Business

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## CUSTOMER INFORMATION

1. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:** 874-1, 874-1RC, 874-4, and 874-4RC
2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery area):** Domestic only
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See below.
7. **Quantity discounts:** None offered
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Will accept over \$3,000
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. **Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” Under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor

12. **F.O.B. Point(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 13b. **Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).
14. **Payment address(es):** Same as company address
15. **Warranty provision:** N/A
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
19. **Terms and conditions of installation (if applicable):** N/A
20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20a. **Terms and conditions for any other services (if applicable):** N/A
21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:** N/A
- 24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at:** [www.Section508.gov/](http://www.Section508.gov/).
25. **Data Universal Numbering System (DUNS) number:** 06-1582136
26. **Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

## SCHEDULE RATES

All rates are subject to EPA clause 552.216-70.

SIN	Labor Category	Minimum Experience	Minimum Education	Awarded GSA Price per Hour w/ IFF
874-1, 874-1 RC	Executive Vice President	20	Master's	\$342.57
874-1, 874-1 RC	Client Relationship Executive	15	Master's	\$321.16
874-1, 874-1 RC	Sr. Consultant	10	Bachelor's	\$211.59
874-1, 874-1 RC	Consultant / Analyst	3	Bachelor's	\$192.70

SIN	Training Course	Course Length (Days)	Minimum Participants	Maximum Participants	Awarded GSA Price w/ IFF per course
874-4, 874-4 RC	Lean Six Sigma Executive Workshop	1	5	35	\$3,264.48
874-4, 874-4 RC	Lean Six Sigma Champion Workshop	1	5	35	\$3,264.48
874-4, 874-4 RC	Lean Six Sigma Master Black Belt	10	1	1	\$20,312.34
874-4, 874-4 RC	Lean Six Sigma Black Belt	16	5	25	\$46,428.21
874-4, 874-4 RC	Lean Six Sigma Green Belt	8	5	25	\$23,214.11
874-4, 874-4 RC	Lean Six Sigma Yellow Belt	4	5	25	\$11,607.05
874-4, 874-4 RC	Lean Executive Training	1	5	35	\$3,264.48
874-4, 874-4 RC	Lean Champion Workshop	1	5	35	\$3,264.48
874-4, 874-4 RC	Lean Expert Training	8	5	25	\$23,214.11
874-4, 874-4 RC	Lean Basic Training	4	5	25	\$11,607.05
874-4, 874-4 RC	Lean Rapid Improvement Workshop	3	5	25	\$8,705.29
874-4, 874-4 RC	Rapid Improvement/Kaizen Event	5	5	25	\$10,881.61
874-4, 874-4 RC	RCCA Workshop	3	5	25	\$8,705.29

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable wage determination number. Failure to do so may result in cancellation of the contract.

**(CUSTOMER INFORMATION: Continued)**

**Juran Institute  
MOBIS Schedule Contract**

**LABOR CATEGORY DESCRIPTIONS**

Delivering sustainable results demands an outstanding support team with a proven track record in all aspects of transformation and operational excellence. Through their diverse backgrounds and wealth of experience, our Juran team can deliver unmatched expertise to support your organization and improve business performance and quality-FAST. Consultant biographies will be provided for all engagements.

**Relevant SIN: 874-1**

**Title: Executive Vice President (EVP)**

**Functional Duties/Responsibilities:** Strategic planning, organizational and skills assessments, six sigma, lean operations, process improvement, and executive coaching. Masters of their subject, EVPs have significant business experience in excess of 10 years. As executive coaches, they provide strategic facilitation, guidance, and advice on strategic matters. They provide vision and leadership to ensure complex organizational, process elements are integrated into a highly effective and efficient solution. Ensuring high customer satisfaction is their priority. The EVP is responsible for project oversight and monitors delivery to the client. The EVP is fundamental to client interaction, vision, and leadership at the executive level.

**Minimum Education:** Masters degree

**Minimum Experience Requirements:** 20 Years

**Required/Supplemental Certifications:** Extensive management experience

**Title: Client Relationship Executives (CRE)**

**Functional Duties/Responsibilities:** Transactional Six Sigma, Six Sigma in manufacturing, Lean Six Sigma, process engineering, lean methods, quality assessments, organizational assessments, performance assessments. The CRE is a uniquely talented and experienced individual with knowledge of lean, Quality, and supply chain management in addition to in-depth knowledge of process design and development. This combination of skills provides the ability to engineer highly end-to-end efficient processes. This approach ensures that processes take precedence over software applications. The CRE analyzes client needs to develop the client plan and total performance of the client engagement. In addition, they coach and manage teams for delivery and provide accurate, responsive, and pragmatic services. Works closely with the customer at all levels.

**Minimum Education:** Masters degree

**Minimum Experience Requirements:** 15 Years

**Required/Supplemental Certifications:** None

<b>Title: Senior Consultant</b>
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**Functional Duties/Responsibilities:** Lean Six Sigma, Process Design/Redesign, benchmarking, quality consulting, data analysis, statistics, DMAIC, DFSS, training, assessment, certification, RCCA, cost-analysis, benchmarking, performance analysis, project management, process design. The Senior Consultant is an experienced trainer and consultant to the client. Considered a subject matter expert, the senior consultant provides hands on guidance and leadership throughout the training, design, and implementation stages of business. An additional point of contact for the client, the Senior Consultant is versed in analysis, design, and implementation, working closely with the customer at a tactical level. The Senior Consultant will play a major role in carrying out projects and will then act in a support position as systems enter the management phase. They are responsible for communicating expectations and delivery to the client throughout the scope of business.

**Minimum Education:** Bachelor's degree

**Minimum Experience Requirements:** 10 Years

**Required/Supplemental Certifications:** 5 years subject matter experience; Black Belt and/or Master Black Belt

<b>Title: Consultant / Analyst</b>
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**Functional Duties/Responsibilities:** Quality training, quality consulting, process design, Six Sigma, Lean Six Sigma, data analysis, statistics, DMAIC, DFSS, training, assessment, certification. The Analyst is responsible for the delivery of training and coaching services to the client. Considered a subject matter expert on the "Juran Methodology", the Analyst provides hands on guidance and leadership throughout the training, design, and implementation stages of business. Analysts are trained Lean Six Sigma experts with at least two years' experience in the entire Six Sigma and Lean methodologies in various environments. They possess knowledge and experience in related operations excellence methods such as Baldrige. They specialize in transactional Lean Six Sigma, the application of Lean Six Sigma to non-manufacturing processes. They are the hands-on workers of the consulting team with regard to performing detailed tasks.

Some of the activities performed by the Analyst include: control charts, cost analysis, cost estimating, customer satisfaction analysis, data analysis, data transformation, defect analysis, defect reduction, design for Six Sigma, DFSS, DMAIC, evaluation, Lean Six Sigma, metrics design, organizational assessment, organizational evaluation, performance analysis, performance evaluation, performance management, process improvement, process management, quality consulting, quality control, quality function deployment, quality improvement, statistical analysis, statistical process control.

**Minimum Education:** Bachelor's degree

**Minimum Experience Requirements:** 3 Years

**Required/Supplemental Certifications:** 1 year experience with the "Juran Methodology"

## TRAINING COURSE DESCRIPTIONS

Juran Institute's Six Sigma training courses are a systematic approach focused on eliminating chronic problems and reducing variation in processes. Juran Institute's Lean training courses focus on dramatically improving process speed by eliminating waste, as seen from the customer and business perspective. Therefore, Juran Institute's Lean Six Sigma training courses are the result of two powerful methodologies (Lean and Six Sigma) that can be applied within an organization to improve speed, quality, flow, and reduce defects that are critical to quality and the bottom line.

**Relevant SIN: 874-4**

### **Title: Lean Six Sigma Executive Workshop**

**Course Description:** This workshop will focus on the important management issues in a way that encourages understanding and discusses what it takes for a successful alignment and deployment of Lean and Six Sigma. In addition to exploring the leadership roles necessary to build and manage a successful deployment, this workshop will offer a coherent, easy-to-implement framework for managing and strengthening your organization's competitive advantages using Lean and Six Sigma.

One of Juran's Executive Vice President will lead the Executive Workshop and planning discussions. We recommend one day of facilitated discussion and learning sessions to drive the Lean and Six Sigma programs to attain greater results with better alignment. Workshop size is not to exceed thirty-five participants. They will address issues the executives will be interested in, including:

- How are Lean, Six Sigma, and Quality used to drive your business results?
- How can your company align and integrate all sites into one program focused on common targets?
- How can your company align all Lean and Six Sigma programs with the Corporate Strategy?
- How does it integrate with other initiatives?
- What can we stop doing to make them successful?

A Juran Executive Vice President will lead the executives through customized sessions that will generate clear deliverables at the end of each area of interest. These deliverables will be mutually agreed upon in the up-front planning conducted by the Executive Coach and one of our senior staff members. Juran will work with your company to finalize the topics and agenda for the session.

Juran requires that proper planning is conducted prior to this Executive Workshop. We recommend that the Juran Executive meets either in person or by phone with most of the key participants to understand their specific needs. Juran will supply a sample set of questions to ask the executives based on a discussion between Juran and your company. This enables Juran to prepare the training materials and exercise sessions to meet the needs of your executives. At the

conclusion of the interviews and planning, Juran will pull together the exercises and training materials to be used, as well as recommendations to improve the alignment of the Lean and Six Sigma programs.

**Length of Course:** 1 Day

**Maximum Number of Participants:** 35

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Lean Six Sigma Champion Workshop</b>
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**Course Description:** This one-day workshop is for key managers who will have a stake in improving your organization in this first wave of Lean Six Sigma projects. It will prepare your organization's managers to deal with the practical day-to-day human, structural, and technological issues that arise when deploying change. Managers will learn the DMAIC cycle and tools. They will be able to organize Lean Six Sigma projects, launch project teams, and provide leadership and support.

**Length of Course:** 1 Day

**Maximum Number of Participants:** 35

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Lean Six Sigma Master Black Belt Certification Program</b>
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**Course Description:** Master Black Belts (MBBs) are company-wide Lean, Six Sigma or Quality experts. The MBB is qualified to teach other Green Belts and Black Belts the methodologies, tools, and applications in all functions and levels of the company. In addition, the MBB is able to provide leadership integrating the Lean and Six Sigma approach into the business strategy of the company, and contributes to creating and carrying out the organization's strategic business and operational plans. In order to become a MBB, a certified Black Belt must have personally led successful project teams.

The Juran Master Black Belt program consists of the following:

1. Reading assignments with specific deliverables at each phase of DMAIC.
2. Development of a complete teaching case study on DMAIC as well as a Lean case study, both with data and exercises, and both based on actual completed projects in the company. The DMAIC case study must exemplify the application of DMAIC, and the Lean case study must exemplify the application of Lean.
3. Demonstrated use of statistical software for one tool for each phase of DMAIC.
4. Two additional projects completed after Black Belt training.
5. Co-teaching to demonstrate teaching ability and co-consulting to demonstrate mentoring effectiveness.

6. Teaching a Green Belt and Black Belt workshop.
7. Pass Juran's MBB written exam.
8. Pass the project review and case studies.

Candidates must submit proof of Black Belt certification including documentation of successful completion of a project. The client may purchase a license for Juran's Black Belt materials that will be used to train others. If the client already has Black Belt materials from which to train others, then no such purchase is necessary.

If there are candidates that have not been Black Belt trained by Juran, they may still become MBB certified, granted they meet the following specifications:

1. They have completed a project as a Black Belt.
2. They must pass our Black Belt exam.
3. They must fulfill Black Belt project report requirements.
4. They pass a project review.
5. They must have signoff for a project from their organizations Champion.

Juran Institute's mentoring, coaching, and observing the MBB candidate will consist of 10 days of support throughout the certification process (typically 10 months depending on the pace of the MBB candidate).

Virtual versus on-site support is approximately 70-30%. The candidate and the Juran Certifier will work together to define an appropriate schedule to review all project work, reading assignments, case study development, and teaching assignments.

**Length of Course:** 10 individual days spread out over/up to 1 year

**Maximum Number of Participants:** 1

**Minimum Number of Participants:** 1

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Lean Six Sigma Black Belt Workshop</b>
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**Course Description:** This sixteen-day training will take place over four, four-day sessions. This training will enable members to lead Black Belt level project teams. Trained Black Belts have an in-depth understanding of the Lean Six Sigma philosophy, theory, strategy, tactics, and quality management tools. They are managerial level or technical specialists assigned full-time responsibility to implement Lean Six Sigma, multi-functional improvement projects within a business unit. They develop, coach, and lead cross-functional Lean Six Sigma Improvement (DMAIC) teams. Black Belts also use, teach, and distribute Lean Six Sigma tools and methods to Green Belts and team members. Participants will learn Lean techniques and principles, Value Stream Mapping, and Lean Six Sigma DMAIC methodology, when and how to use the appropriate tools and statistics to improve the overall efficiency and effectiveness of the organization, along with project selection, deployment, and change management.

**Length of Course:** 16 Days  
**Maximum Number of Participants:** 25  
**Minimum Number of Participants:** 5  
**Price for additional students above minimum:** N/A  
**Support Materials Included:** Manuals

<b>Title: Lean Six Sigma Green Belt Workshop</b>
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**Course Description:** This eight-day training will take place over two, four-day sessions. The workshop participants will learn the DMAIC methodology as well as when and how to use the Lean Six Sigma tools to improve the overall productivity and profitability of the organization with the use of Minitab<sup>®</sup>. Participants are expected to have a project to work on and will learn to identify and resolve chronic problems. They will conduct or participate in Lean Six Sigma projects, apply Lean Six Sigma tools and statistical analysis in a real project while working with little or no supervision from Black Belts.

**Length of Course:** 8 Days  
**Maximum Number of Participants:** 25  
**Minimum Number of Participants:** 5  
**Price for additional students above minimum:** N/A  
**Support Materials Included:** Manuals

<b>Title: Lean Six Sigma Yellow Belt Workshop</b>
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**Course Description:** This four-day training workshop will take place over one, four-day session. Training will be open to team members and department managers. These participants will be expected to begin departmental improvements and/or participate on Lean Six Sigma Green Belt projects. Project team members will undergo this training. Participants will learn the DMAIC Lean Six Sigma methodology, Value Stream Attribute Mapping, and 6S. They will be taught when and how to use the appropriate tools to improve the process efficiency and effectiveness throughout the enterprise. They leave this training being capable of running a rapid improvement event.

**Length of Course:** 4 Days  
**Maximum Number of Participants:** 25  
**Minimum Number of Participants:** 5  
**Price for additional students above minimum:** N/A  
**Support Materials Included:** Manuals

<b>Title: Lean Executive Training</b>
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**Course Description:** This one-day workshop is for your organization's executives (executive leadership) and possibly their direct reports. This workshop will focus on important management issues in a way that encourages understanding and discusses what it takes for a successful deployment of Lean Value Stream Management. In addition to exploring the leadership roles necessary to build and manage a successful deployment, this workshop will offer a coherent, easy-to-implement framework for managing and strengthening your organization's competitive advantage.

**Length of Course:** 1 Day

**Maximum Number of Participants:** 35

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Lean Champion Workshop</b>
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**Course Description:** This workshop is for key managers who will have a stake in improving your organization during this first Rapid Improvement Event. This workshop will focus on the important management issues in a way that encourages understanding and discusses what it takes for a successful deployment of Lean. In addition to exploring the leadership roles necessary to build and manage a successful deployment, this workshop focuses on the evaluation, prioritization, and approval of projects. It will prepare your organization's managers to deal with the practical day-to-day human, structural, and technological issues that arise when deploying change. Managers will learn the Lean Enterprise tools. They will be able to organize Lean projects, launch project teams, and provide leadership and support.

**Length of Course:** 1 Day

**Maximum Number of Participants:** 35

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Lean Expert Training</b>
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**Course Description:** The eight-day Juran Lean Value Stream Management Expert Program is a certification program that provides participants with in-depth skills and key principles of what is process value and how to attain Value Stream Management in your organization.

Lean Value Stream Management Expert Training is designed to create Lean Experts. The aim of this program is to educate participants on the methods and practice the skills to improve value streams.

This program consists of one five-day workshop plus one five-day practicum period for a total of ten days. Each candidate will attend the workshop and then work under the guidance of a Juran

Sensei. Each candidate will complete a Value Stream Improvement Project, a Rapid Improvement Event, and a 6S implementation prior to certification.

**Length of Course:** 8 Days

**Maximum Number of Participants:** 25

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Lean Basic Training</b>
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**Course Description:** The four-day Juran Lean Value Stream Management Basic Program provides participants with training, knowledge, and understanding of all aspects of current state/future state Value Stream Management (VSM), how to facilitate Rapid Improvement Events (RIE) and teams, as well as implementing 6S (Sort, Set in Order, Sweep and Shine, Standardize, Self Discipline, and Safety).

Knowledge is transferred on how to teach teams in VSM and 6S to be able to analyze, initiate, set structure, lead and complete a Rapid Improvement Event and a 6S implementation. They will also understand the correct utilization and tactical application of the different VSM tools. The training program includes the use of real life examples, a case study, and simulators to demonstrate the use and implementation of the different Lean tools.

**Length of Course:** 4 Days

**Maximum Number of Participants:** 25

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Lean Rapid Improvement Workshop</b>
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**Course Description:** The three-day Juran LVSM Rapid Improvement Workshop is designed to familiarize managers with Lean thinking and value stream improvement. Its aim is to help participants make value flow without interruption, reduce defects and deficiencies, and drive out variation by teaching Lean Principles and applying them to Rapid Improvement Events or Kaizens. Included in the agenda are Juran's Lean Value Stream Management Roadmap, overview of 6S which includes Sort, Set in Place, Sweep and Shine, Standardize, Self Discipline, and Safety, Value Stream Attribute Mapping, VA/NVA analysis, and conducting Rapid Improvement Events.

**Length of Course:** 3 Days

**Maximum Number of Participants:** 25

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Rapid Improvement/Kaizen Event</b>
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**Course Description:** This five-day event is spent on-site with the Juran Lean Expert leading the participants through an actual Rapid Improvement Event. The five days will consist of two days of training and Value Stream Mapping and three days of floor activities. Juran's Lean Expert will facilitate a meeting with all participants and conduct a planning workout. The remaining sessions are hands-on process mapping and diagnosing, and then changing the process. The final half-day is used to close out the project. Candidates will be split among the two Rapid Improvement Events.

**Length of Course:** 5 Days

**Maximum Number of Participants:** 25

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals

<b>Title: Root Cause Corrective Action (RCCA) Workshop</b>
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**Course Description:** Root Cause Corrective Action (RCCA) is a three-day workshop designed to provide the fundamentals for effectively diagnosing and remedying the process problem using basic improvement tools. It will provide participants with a structured approach and methodology to conduct RCCA. This training is recommended for anyone involved in process improvement efforts including team leaders, department managers, and team members.

**Length of Course:** 3 Days

**Maximum Number of Participants:** 25

**Minimum Number of Participants:** 5

**Price for additional students above minimum:** N/A

**Support Materials Included:** Manuals