

Quality Management

1 day

Description

This ILT Series course teaches students the fundamentals of quality management, the costs of quality, and how to achieve quality through customer orientation. Students will learn how to achieve daily quality management, identify variation in processes, control costs, and analyze a company's current performance and problem causes. Course activities also cover creating flow charts, check sheets, histograms, run charts, control charts, cause-and-effect diagrams, Pareto charts, scatter diagrams, interrelationship diagrams, affinity diagrams, activity network diagrams, and brainstorming. Students will also learn how to prepare and implement quality changes, select processes for improvement, assign a process manager, establish a process improvement team, and create a process flowchart, and measure process performance.

Prerequisites

- None

Course Outline

Unit 1: Fundamentals of quality management

Topic A: Defining quality management
Topic B: Processes

Unit 2: The costs of quality

Topic A: Relationship between quality and cost

Unit 3: Customer orientation

Topic A: Understanding customer orientation
Topic B: Benefits of customer orientation

Unit 4: Understanding current performance

Topic A: Flow charts
Topic B: Check sheets
Topic C: Histograms
Topic D: Run charts
Topic E: Control charts

Unit 5: Causes of problems

Topic A: Cause-and-effect diagrams
Topic B: Pareto charts
Topic C: Scatter diagram
Topic D: Interrelationship diagrams

Unit 6: Ideas and organization

Topic A: Brainstorming
Topic B: Affinity diagrams
Topic C: Activity network diagrams

Unit 7: Preparing to change processes

Topic A: Management's role

Unit 8: A path for change

Topic A: Process managers
Topic B: Flow charts in process improvement

Unit 9: Implementing quality changes

Topic A: Understanding processes
Topic B: Measuring processes