

QUALITY MANAGEMENT

DAYS OF TRAINING: 1

FUNDAMENTALS OF QUALITY MANAGEMENT

Defining quality management
Processes

THE COSTS OF QUALITY

Relationship between quality and cost

CUSTOMER ORIENTATION

Understanding customer orientation
Benefits of customer orientation

UNDERSTANDING CURRENT PERFORMANCE

Flow charts
Check sheets
Histograms
Run charts
Control charts

CAUSES OF PROBLEMS

Cause-and-effect diagrams
Pareto charts
Scatter diagram
Interrelationship diagrams

IDEAS AND ORGANIZATION

Brainstorming
Affinity diagrams
Activity network diagrams
CPM and PERT

PREPARING TO CHANGE PROCESSES

Management's role

A PATH FOR CHANGE

Process managers
Flow charts in process improvement

IMPLEMENTING QUALITY CHANGES

Understanding processes
Measuring processes

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