

QUALITY MANAGEMENT

(2-Day Workshop)

In today's competitive environment, quality is no longer an optional extra. It is a requirement of all organisations, and no organisation will survive without providing the quality their customers expect and demand.

Quality products and services demand total commitment and a new management system – Quality Management.

In order for Quality Management to work, however, it must be management led, organisation wide in implementation, dedicated to continuous improvement and the responsibility of every employee.

This workshop demonstrates how to do this.

Objectives:

- ◆ To understand what is meant by Quality Management, and become aware of the different Quality Management approaches and what they involve.
- ◆ To understand the steps involved in introducing Quality Management into an organisation, and how to manage the changes involved.
- ◆ To develop an awareness and understanding of the different Quality Management processes and techniques, and how to use them.
- ◆ To learn the skills in using some of these processes and techniques, through practice using a number of Quality Management tools and techniques.

Learning Methods:

- Development of knowledge and skills through inputs.
- Application and practice of a variety of Quality Management Processes and Skills.
- Review of practice sessions with trainers and participants.
- Exercises, role plays and case studies to demonstrate specific aspects of Quality Management.
- Detailed handouts and notes.

Who Should Attend:

Those managers who want to gain an understanding of what Quality Management is. As well as those managers who have to make Quality Management happen in their organisations and departments.

CONTENTS OF THE WORKSHOP INCLUDE:

- What Is Quality Management?
- The Different Types of Quality Management Approach.
- Ten Steps To Quality Improvement.
- Quality Improvement Tools and Techniques:
 - Planning Tools.
 - Problem Solving Tools.
- Methods For Measuring, Inspecting and Checking Quality.
- Systems for Quality – A Documented System.
- The Quality Manual.
- Quality Improvement Project Methods:
 - Business Process Improvements.
- The Need for Teamwork In Quality Management.
- Quality Improvement Teams and Quality Circles.
- Team Charters, Agendas, Roles and Rules.
- Communication Skills for Team Leaders.
- Using Innovation Skills To Improve Work Practices.
- The Role of the Manager in Quality Management.
- Managing The Change Towards a Quality Management Culture.

Number Of Delegates

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

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