



Professional Quality Management Tools & Techniques



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Introduction:

Quality Management has evolved to become an internationally sought and rewarding career. The quality management body of knowledge is developed to cover areas of leadership, communication, strategy, and technical skills in quality and project management among many other competencies. This course aims to develop these skills and provide participants with the tools and methodologies to shift into this rewarding career. The course will showcase the most common tools and methodologies used by quality professionals. Moreover, the course will highlight some of the leadership traits that every quality professional should develop. The course will also introduce the team development cycle that a quality team should go through. A blend of skills and applications through a practical project are the ultimate deliverables of this very unique course.

Who Should Attend?

Quality Managers, Quality Assurance Engineers/Officials, Quality Engineers, Quality Improvement Professionals, Manufacturing/Process Engineers Project Managers, Corporate Managers, Executive Managers, Senior Managers, Middle Managers, Junior Managers, Human Resource Managers, Board of Directors, Entrepreneurs, Production Managers, Production Supervisors, Product Engineers, Inspectors, Line Leaders, Production Operators, Customer Service Professionals, Training Managers, Practitioners in the field of Quality Management, all those who are engaged in quality management implementation and improvement of organizational performance, those with an interest in quality management systems, those starting their career in quality management, staff who are involved in influencing, formulating or supporting the long term planning and strategy of the quality department or organization, as well as those who are responsible for linking, measuring and improving the performance of others, individuals, leaders,

supervisors and all those who are engaged in quality management implementation and improvement of organizational performance.

Course Objectives:

By the end of this course delegates will be able to:

- Appraise the ethical commitment needed by quality professionals
- Explain the role and impact of leadership to support quality management systems
- Describe the importance of quality in organizations and review various quality schools and teachings by gurus
- Assess team dynamics and the role of teams to support continual improvement projects
- Contrast the most used quality philosophies and tools and use them to establish priorities within their organization

Course Outline:

Leadership and Management in Quality

- · Definition, similarities and differences
- Can leadership be taught and developed?
- Traits of a true quality leader
- Role of leadership in supporting quality management systems
- Situational leadership in quality

Quality Basics and Definitions

- Definition and concept of quality
- History of quality
- Benefits of implementing a quality model

- Review of common quality models
- Review of quality gurus
- Quality philosophies
- Deming's 14 points
- Juran's trilogy
- Crosby's zero defect mindset
- House of quality and Quality Function Deployment (QFD)
- Six Sigma methodology
- Lean principles
- Quality models, awards and methodologies
- ISO9001:2008
- Total quality management

Building Teams in a Quality Management System

- Why team thinking is important in quality management projects
- Barriers to teams achievement
- Characteristics of effective teams
- Team development cycle
- Team members selection tools

Improvement Tools and Techniques

- The seven classic quality tools
- Cause and effect diagram
- Pareto chart
- Control charts
- Histogram
- Check sheet
- Scatter diagram
- Flow charts
- Management elements and planning tools: the new tools

•	Process improvement tools Contingency and risk planning tools Failure Mode and Effects Analysis (FMEA)
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