



Quality Enhancement & Cost
Reduction



Website: www.btsconsultant.com

Email: info@btsconsultant.com

Telephone: 00971-2-6452630

Quality Enhancement & Cost Reduction: Productivity Improvement Tools

Introduction:

How do organizations improve productivity? What is productivity to start with? This course presents best practices on how to boost productivity by focusing on quality and cost saving initiatives. Best practices and tools from organizations that implemented quality methodologies to improve their processes and achieve faster cycle times, lesser defects and simplified operations will be shared with participants. Participants will also learn how to apply these practices in their organizations and understand how to manage change. They will master the skills to leverage the existing culture to their advantage by creating a solid platform and moving the organization into a new mindset. This course is critical for every organization aiming to save cost and become more efficient and productive.

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, all those who are responsible for, or indirectly involved in, a cost or profit center or a quality improvement function.

Course Objectives:

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

- Define productivity and various types of organizational waste

- Identify areas of poor productivity due to poor quality and suggest ways to increase effectiveness and efficiency
- Justify and apply quality improvement tools and techniques in order to improve productivity
- Apply several cost reduction strategies in order to meet changing global, statutory and market conditions
- Recognize and apply measuring initiatives and set targets in order to improve productivity

Course Outline:

Productivity Defined

- Definitions
- Process based view
- Productivity limitations
- The 'Muda' factor
- Eight types of waste
- Cost of poor quality

Principles of Cost Reduction: The Quality Approach

- Quality defined
- Avoiding wastage and adding value to the customer
- Cost reduction strategies
- Cornerstones of quality
- Setting up a cost reduction program
- Cost savings project selection roadmap
- Barriers to cost reduction programs
- Resistance psychology in humans
- The role of suggestion schemes

Productivity Improvement Tools

- Productivity improvement project road map
- Tool selection
- Brainstorming
- Pareto
- How-how method
- Why-why method
- Ishikawa fish-bone diagram
- Six Sigma
- Lean principles
- Non value added analysis
- Re-engineering
- The 'Focus' method

Cost Reduction Opportunities

- Goals and questions around productivity
- Streamlining the organization
- The 'ESSA' method
- Savings in utilities, material and services costs
- Barriers to a cost cutting program
- One hundred and forty ideas to cut costs

Measuring Your Productivity Initiatives

- Key performance indicators
- Types of measures
- Setting targets for cost reduction
- Benchmarking
- Types of benchmarking
- The balanced scorecard
- The dashboard