



# Change management and development of a quality culture

**A training course that gives knowledge about how to handle the human and cultural aspects of improvements and change**

Change happens all the time in any organization. Customer needs, competition situation, technology, owner demands and many other things continuously change. Those changes have to be met with improvements if an organization is to be successful over time. Therefore, an organization requires a good ability to improve and develop. An important factor is the development of a quality and improvement culture in the entire organization. When working with improvements, solving problems and implementing solutions, changes occur. To achieve expected results and be successful, all such changes must be managed in a professional way. To manage both development of culture and change a knowledge of behavioural science and psychology is important. In this training course you will learn how to build a quality culture and work with change management. You will also understand the role of continual improvements in this work.

## **Purpose**

To give the knowledge needed to successfully lead an organization and deal with human factors of improvement and change with the goal to develop a strong quality culture and a good employeeship.

## **Aimed at**

Persons working with improvement and quality such as quality managers, quality engineers, improvement leaders, business developers etc. or any manager that want to develop his or her skills in handling people, organization culture, improvements and change

## **General information**

The lectures will be led by consultants from Sandholm Associates.

## **Documentation**

Participants will receive relevant course material which will serve as a useful reference after the course.

## **Length**

3 days.

## **Place**

The course is given in the area of Ponte de Lima in northern Portugal or company internal at your site.

## **CONTENT →**

### **Main parts of the training course *Change management and development of a quality culture*:**

- Management of improvement and management of change
- People and organizations in change
- Development of a quality and improvement culture
- Change and improvement on different system levels – individual, group and organization
- Planning and implementing change by using change management tools
- Responsibility and empowerment
- Good leadership and good employeeship
- Being both a good manager and a good leader
- Listening to people, giving feedback and effective communication
- Common goals, strategies, values and procedures
- Loyalty, trust and respect for people
- Ownership of process and results through continuous improvements
- Success factors and tactical plan for building a good culture