



Introduction to quality management and excellence

A training course that gives an understanding for how programs for quality and continuous improvements could be implemented in an organization to achieve excellence

Quality is about meeting needs and expectation of customers. Quality management focus on how to lead an organization through continuously improve the ability to meet customer needs and expectations in an effective and efficient way. The potential in developing quality is huge. Cost of poor quality and waste is usually extensive in an organization and there are always better ways available to satisfy customers by improving goods and services. By involving employees, on all levels and in all functions of an organization, in a customer focused and systematic improvement work dramatical effects could be achieved regarding financial results, customer satisfaction, working environment and sustainability.

Purpose

To give understanding for how to work successfully with quality and continuous improvement in the entire organization with purpose to improve important results.

Aimed at

Persons from different functions that take part in, or will take part in, quality and improvement work or people that want to develop understanding about quality management, continuous improvement and excellence.

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

2 days.

Place

Sandholm Excellence Center, Ponte de Lima, Portugal or company internal at your site.

CONTENT →

Main parts of the training course Continual improvements and problem solving:

- Quality, customer focus and excellence
- Poor quality costs and financial effects of quality
- Quality, customers and needs
- Quality management and excellence – principles and values
- Quality assurance and quality management systems
- Certification and ISO 9001
- Leadership for quality and continuous improvements
- Organization for improvements – roles and responsibilities
- Customer focused improvement through problem solving, process development and innovation
- Introduction to Six Sigma, Lean and QC-tools
- Success factors and planning quality initiatives