

Basics of Problem Solving & Continual Improvement

Course Description:

This course is intended to meet the Continual Improvement requirements of any quality management system, including the ISO 9001:2008 standard. Participants will be provided with a practical approach to understanding and implementing continual improvement activities. Course material includes a basic understanding of concepts, as well as detailed instruction on the necessary structure for these activities to be successful and the methods participants can utilize to begin using their new skills immediately.

Learning Objectives:

Through a combination of presentations, group exercises and workshops, participants will understand:

- Beliefs and approaches of the "Quality Gurus"
- Quality Principles and typical Quality Activities, including the development of Quality Systems
- The concept of Change Management
- Approaches to Continual Improvement
- Problem Solving tools & techniques (8D Problem Solving, Root Cause Analysis, The 5 Whys, FMEA, Pareto Charts, etc.)
- How to measure Quality and the Cost of Quality

Who Should Attend:

- Any management personnel who want to demonstrate commitment to, and involvement in, the quality system.
- Supervisors, team leaders and practitioners who may lead the process towards continual improvement within the organization.

Prerequisites:

Some experience in working within a quality system is helpful, but not mandatory.

Location:

On-Site

Duration:

Two (2) Days

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.