

## Quality Improvement

### Course Description:

This course is designed to deliver a broad understanding of the different elements that contribute to the continual improvement of quality in an organization.

Participants will be given an introduction to the general requirements of a typical Quality Management System (ISO 9001:2008), as well as the different elements involved in identifying and reducing the Cost of Quality in an organization. The basics of continual improvement are covered in detail, including tools for charting processes as well as analyzing and presenting data. In addition, there is significant time dedicated to the seven steps of problem solving, including techniques for identifying problems, implementing solutions and evaluating effectiveness.

### Who Should Attend:

Individuals or teams interested in developing specific skills to optimize their quality management systems and/or who will be responsible for the implementation of continuous improvement and the monitoring of their organization's initiatives to improve the bottom line.

### Content:

#### Day 1

- Introduction
- Course Objectives
- Introduction to ISO 9001:2008
- Quality & Productivity
  - Cost of Quality - Understanding and Reducing
  - The impact of quality on on-time delivery
- Continual Improvement Basics
  - Identifying Opportunities for Improvement
    - Pareto Analysis and other data presentation tools
    - Basic flowcharting
    - FMEA overview
    - Cost analysis
- Statistical Process Control (SPC) and Continual Improvement
  - SPC Overview

#### 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.

Day 2

- Seven Step Process for Problem Solving
  - Defining the problem
  - Planning the solution
  - Implementing a "quick fix"
  - Identifying the Root Cause
    - Process Mapping
    - Cause and Effect Diagrams
  - Taking Corrective Action
  - Evaluating the Corrective Action
  - Following up (holding gains)
- Test / Exam to evaluate and confirm training objectives

**Location**

On-Site

**Duration**

2 Days

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