

Quality Improvement - FOCUS PDCA

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 a history of, and introduction to, some of the different quality philosophies and methodologies, as well as background instruction on systems, processes and process control. This course then uses the FOCUS PDCA cycle as a framework to deliver in-depth instruction on the process of Quality Improvement, a number of the associated tools and techniques, and some guidance on effectively presenting data and reporting progress.

Who Should Attend:

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

Content:

A Brief History of Quality Philosophies and Methodologies

- Juran/Deming
- PDCA Improvement Cycle
- Lean and Six Sigma
- FOCUS-PDCA
- Discussion on similarities and differences between the various models

Quality Improvement (Part I)

- Pre-requisites
- The role of leadership

A Systems Perspective

- The systems view of an organization
- Processes
- Introduction to Process Control
 - Variation, Stability, Predictability and Control
 - Process Capability
 - Process / System Improvement

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.

Quality Improvement (Part II) - FOCUS PDCA in Detail

- **Find**
 - Value Stream Mapping
 - Data collection
 - Quantitative tools - Pareto Chart, Histogram
 - Qualitative tools - Affinity Diagram
- **Organize**
 - Organizing the team and team dynamics
- **Clarify**
 - Process Flow Charting
- **Understand (the cause of variation / problems)**
 - Ishikawa Diagrams
 - Multivoting
 - Interrelationship Diagram
- **Select (the improvement)**
 - Decision processes
 - Solution requisites
 - Risk identification
- **Plan (the implementation)**
 - Managing implementation
 - Risk management and mitigation
- **Do**
 - Effective implementation tracking
 - Managing change
- **Check (the status)**
 - Measuring effectiveness
 - Control charts
- **Act (to maintain)**
 - Lessons learned
 - Documentation management
 - Ongoing monitoring

Communicating with Management

- Progress reporting and final reports
- Effective data presentation

Location

On-Site

Duration

2.5 Days

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