

# CONTINUOUS QUALITY IMPROVEMENT PROGRAM

**Continuous Improvement Session: 40 hours**

**Objectives:** Participants will learn exactly how Continuous Improvement impacts their organizations, customers, and suppliers. This program will begin by demonstrating the powerful linkages between customer satisfaction, employee involvement, and profitability. Then, one step at a time, it will introduce and illuminate the key concepts and techniques of continuous quality improvement, including: Cycle Time Reduction, Six Sigma, Lean Manufacturing, Process Improvement, Process Management, Problem Solving, ISO 9000, Internal/External Customers and Suppliers, and much more.

## Introduction to TQM Principles

- Characteristics of Quality
- Who Determines Quality?
- The Evolution and History of Quality
- Paradigm Shifts
- The Gurus of Quality
  - Deming, Juran, Crosby, Feigenbaum, Ishikawa

## Team Problem Solving

- Stages of Team Development
- Problem-Solving Model and Steps
- Problem-Solving Tools
- Hands-on Team Project

## Lean Manufacturing

- Lean Production Strategies, Concepts, and Tools
- 5S Concept

## Six Sigma

- Definition and Stages
- Best Practices

## ISO 9000

- Requirements of the ISO series of standards
- Benefits of certification to the ISO standard



**Project:** At the beginning of the program, all participants will be given a process improvement project to work on. They will work as teams, guided by an expert facilitator as they learn and apply each core process improvement concept. To ensure that this hands-on project delivers maximum value, management will be asked in advance to supply a list of areas to focus on.