

Course ID  
**QUALMGT**  
Course Duration  
**3 days**

Course Title  
**Quality Management**

**Related Courses**

- Delivering Performance Improvement (DPI, 2 days)
- Statistical Process Control (SPCON, 3 days)
- Failure Modes and Effects Analysis (FMEA, 2 days)
- Root Cause Analysis of Systems Failure: A Tutorial (RCFA2D, 2 days)
- Root Cause Analysis of Component Failure: Understanding Human and Engineering Factors for Improved Product Performance (RCFA-ME, 2-4 days)
- Cost Reduction: Opportunities and Strategies (COSTRED, 2 days)
- Project Management Workshop (PROJMGT2, 2 days)
- Succeeding at Technical Management: Do's and Don'ts for the Technical Manager (DOS-DONTS, 1 day)

**Aimed At**

This course is aimed at supervisors, managers, purchasing personnel, manufacturing engineers, quality engineers, program managers, and others responsible for product conformance.

**Group Size**

5-25

**Prerequisites**

The course assumes a process, industrial, manufacturing, inspection, quality assurance, or engineering background.

**Course in a Nutshell**

*Quality Management* is a comprehensive and intensive 3-day training program that presents the essential elements of an effective, proactive, prevention-oriented quality management program. The course focuses on quality measurement, Pareto-based continuous improvement concepts, statistical considerations, and the “nuts and bolts” of the quality management technologies,

This course develops and presents a results-oriented roadmap for implementing an effective quality management system.

**Customize It!**

Whatever the nature of your system and industry, we will customize the course to meet your specific needs and concerns. Here are some of the ways in which we can tailor the course to help you get more out of it:

- Add a “workshop day” to the course to allow the participants to work together to analyze quality management issues specific to your organization. The workshop day can be scheduled a few weeks after the course to allow time for applying the technologies presented in class under an experienced practitioner’s guidance.
- Schedule post-class follow-up consultation for ongoing quality management improvement.

**Learn How To**

- Develop an effective quality management system.
- Objectively identify quality management improvement opportunities.
- Work together to improve your quality management system.

**Course  
Outline****Day 1****Introductory Concepts**

- Instructor and student introductions
- Quality definitions
- Defining customer requirements and expectations
- Internal and external customers
- Typical quality challenges
- *Class exercises*

**Continuous Improvement Concepts**

- Documenting nonconformances
- Measuring quality
- Quality measurement systems
- Quality data collection and databases
- Pareto analysis
- Acting on Pareto analysis findings
- *Class exercises*

**Day 2****Statistical Considerations**

- The normal curve
- Means and standard deviations
- Probabilities of failure
- Process capabilities
- Statistical process control
- Statistical process control implementation strategies
- *Class exercises*

**Test and Inspection Improvement Opportunities**

- Designating inspection points
- Basic metrology and calibration concepts
- Inspector motivations
- Inspection limitations
- Product reliability, pass/fail criteria, and the operating characteristic curve
- Redundant inspection pitfalls
- Inspection elimination approaches
- Inspection risk and risk reduction strategies
- *Class exercises*

### Day 3

#### Supplier Improvement Opportunities

- Establishing sensible flowdown requirements
- Working with suppliers to improve quality
- Certified supplier programs
- Return to supplier issues
- Supplier rating systems
- Replacing recalcitrant suppliers
- Risks and risk reduction strategies
- *Class exercises*

#### Employee Involvement and Empowerment

- Tapping your greatest resource
- Overcoming employee reluctance
- Creating a team environment
- Focus teams
- Suggestion programs
- *Class exercises*

#### Course Conclusion

- Wrap-up.
- A suggested quality management improvement roadmap.
- Course critique.

#### How You Will Learn

- A seasoned consulting manufacturing executive/instructor will present this course in an interactive lecture and workshop format.
- Along with the lectures, we use exercises, puzzles, case studies, and interesting group activities to enrich the instruction and emphasize the essential points.
- You will receive a printed Participant Handbook that includes all materials presented in class, which will help you remember and retain what you learned and apply it on your job.
- You will learn key quality management concepts from a theoretical, practical, and organizational perspective.

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