

Business Improvement & Quality Techniques

Kuala Lumpur (Malaysia)

22 - 26 December 2025

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Code: QM28 From: 22 - 26 December 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

Introduction

This course is designed to help you understand and implement best practice tools and techniques aimed at maximizing both business and people performance. Improvement methodologies like Kaizen, Lean, and Six Sigma provide companies with innovative ways to integrate business process improvement principles within their corporate culture. These techniques will help implement Total Quality Management TQM and Continuous Improvement practices across organizations. By the end of the course, you will be equipped with the necessary skills to drive business excellence through enhanced processes, performance management, and quality control.

Course Objectives

Upon completion of this course, you will be able to:

- Understand the context in which business process improvement and quality techniques support business strategy and high-level strategic goals.
- Recognize the importance of business process improvement in performance management.
- Apply 5S and visual management techniques to enhance process control and efficiency.
- Capitalize on the benefits of teamwork within the Lean model to improve organizational performance.
- Implement structured problem-solving techniques to address challenges and improve performance.
- Identify the 6 Big Losses and choose appropriate action plans to gain the greatest benefits.
- Understand Statistical Process Control SPC and apply it to improve and control quality performance.

Course Outlines

Day 1: Strategy Deployment

- Vision, mission & purpose: Learn how to align business goals with quality improvement initiatives.
- Strategy mapping: Understand how to use strategy maps to identify areas for business process improvement.
- Strategic management tools: Discover key tools used in business process improvement to support strategic goals.
- Strategy execution: Learn effective methods for executing business strategy and implementing quality management practices.
- Designing performance management systems: Understand how to integrate performance management systems with business process improvements.

Day 2: Performance Management

- Process management: Dive into process management tools and techniques.
- Business process simulation: Understand how simulations can be used to improve business processes and

A graphic of a chessboard with several pawns. In the foreground, a large gold king piece stands prominently. Behind it, several silver and gold pawns are positioned on different squares. The background shows the alternating squares of the chessboard receding into the distance.

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optimize outcomes.

- Key Performance Indicators KPIs: Learn how to define and measure KPIs to track improvement.
- Balanced Scorecards BSC: Discover how Balanced Scorecards link strategic objectives to measurable performance metrics.
- Lean awareness: Understand the principles of Lean and its relevance to quality control.

Day 3: Process Excellence

- Six Sigma Methodologies: Understand how to apply Six Sigma principles to streamline business processes and enhance quality.
- 8D Problem Solving Process: Learn how to use 8D for problem solving and improving processes.
- Tools for problem solving: Gain insight into various problem-solving techniques such as FMEA and Root Cause Analysis.
- Risk Management: Explore risk assessment methods to identify and mitigate process risks.
- Failure Mode & Effect Analysis FMEA: Understand how FMEA is used to improve product and process reliability.

Day 4: Performance Tracking & Monitoring

- Quality control: Explore quality control methods for measuring and improving business process performance.
- Attribute and variable methods of measurement: Learn the differences and applications of these two measurement methods.
- Statistical Process Control SPC: Learn to implement SPC to monitor and control quality.
- Process improvement stages: Understand the stages of continuous process improvement and how to apply them effectively.
- Machine capability and Cp/Cpk interpretation: Learn how to measure and interpret machine capability and process performance.

Day 5: High-Performing Work Teams

- Organizational values & culture: Learn the importance of organizational culture in fostering high-performing teams.
- Effective teamwork: Understand the principles of building effective, collaborative teams.
- Leadership in teams: Develop leadership skills to guide high-performing teams towards achieving business goals.
- Consensus-reaching tools: Learn techniques for team decision-making and consensus-building.
- Coaching and facilitation: Master the techniques of coaching and facilitating teams for enhanced productivity and continuous improvement.

Why Attend This Course: Wins & Losses!

Attending this course will provide you with the tools and strategies you need to lead business process improvement initiatives and drive measurable performance gains in your organization. Here are some key benefits:

- Enhance Business Performance: Learn how to implement business improvement strategies and apply them to achieve significant gains in quality, efficiency, and cost reduction.
- Master Quality Control: Gain a deep understanding of quality management and how to control and improve business processes using tools like Six Sigma, Lean, and SPC.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The text 'UK Training PARTNER' is overlaid on the image.

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- **Develop Problem-Solving Skills:** Learn to use advanced techniques like 8D and FMEA to solve complex business problems and improve operations.
- **Improve Team Collaboration:** Build high-performing teams with the skills needed to work effectively in dynamic environments.
- **Achieve Strategic Goals:** Understand how to link business process improvement with business strategy to achieve long-term success and sustainable growth.

Conclusion

By attending this course, you will acquire the knowledge and skills necessary to implement business process improvements and quality management techniques in your organization. Whether you're looking to streamline processes, enhance product quality, or improve customer satisfaction, this course offers practical tools and strategies that will help you drive meaningful change. Equip yourself with the skills to become a leader in business improvement and quality control, and unlock the potential for sustainable growth and performance excellence.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER'.

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