

Business Improvement & Quality Techniques

Baku (Azerbaijan) - Divan Express Baku Hotel

8 - 12 April 2024

UK Training

PARTNER



Business Improvement & Quality Techniques

code: QM28 From: 8 - 12 April 2024 Venue: Baku (Azerbaijan) - Divan Express Baku Hotel Fees: 4400 Pound

Introduction

This course will help you understand and be able to implement recognized Best Practice tools and techniques which is aimed at maximizing both business and people performance. Improvement methodologies such as Kaizen, Lean and Six Sigma offer companies a new means of instilling business process improvement principles within their corporate culture to help implement Total Quality Management and Continuous Improvement.

Business Improvement & Quality Techniques Course Objectives

- 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
- Capitalize on the benefits of teamwork within the lean model
- Apply structured problem-solving techniques to improve performance
- Identify where the 6 Big Losses are and choose the appropriate action plan to gain the biggest benefits
- Understand SPC and how to improve and control quality performance

Course Outlines of Business Improvement & Quality Techniques

Day 1

Strategy Deployment

- Vision, mission & purpose
- Strategy mapping
- What is strategy? - An overview of its aims and purpose
- Strategic management tools
- How business process improvement supports strategy?
- Using strategy maps to identify areas for business improvement
- Effective strategy execution
- Designing and using effective performance management systems
- How business process and quality improvement fits in?

Day 2

Performance Management

- Process Management.
- Business Process Simulation.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

- Key Performance Indicators.
- Balanced Scorecards BSC.
- Lean Awareness.
- Key Tools of Lean.

Day 3

Process Excellence

- Six Sigma Methodologies.
- 8D Problem Solving Process.
- Tools & Techniques for Problem Solving.
- Risk Management.
- Failure Mode & Effect Analysis FMEA.
- Kepner / Tregoe Rational Problem-Solving Method.

Day 4

Performance Tracking & Monitoring

- The Meaning of Quality.
- Quality Control.
- Attribute and Variable Methods of Measurement.
- Frequency Distribution.
- Normal and Non-Normal Distribution Curves.
- Standard Deviation for Normal Distributions.
- Process Improvement Stages.
- Machine Capability.
- Cp / Cpk Interpretation.
- Statistical Process Control.
- Concern and Corrective Action Logs.

Day 5

High Performing Work Teams

- Organisational Values & Culture.
- Effective Teamwork.
- Effective Team Leadership.
- Consensus Reaching Tools and Techniques.
- Facilitation and Coaching Skills.

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'.

Blackbird Training Cities

Europe & USA



Zurich (Switzerland)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

USA & CANADA



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami(USA)



New York (USA)



Toronto (Canada)

UK Training
PARTNER

Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Jakarta (Indonesia)
(Malaysia)



Moscow (Russia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Kuala Lumpur

Afrika



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Dubai (UAE)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)

UK Training
PARTNER

Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D'EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding), Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Refinement

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



International House 185 Tower Bridge
Road London SE1 2UF United Kingdom



+44 7401 1773 35
+44 7480 775526



training@blackbird-training.com



www.blackbird-training.com

UK Training

PARTNER

