

Business Improvement & Quality Techniques

Vienna (Austria)

30 June - 4 July 2025

UK Training

PARTNER



Business Improvement & Quality Techniques

Code: QM28 From: 30 June - 4 July 2025 City: Vienna (Austria) 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 (a king, a pawn, and a knight) on it, set against a background of concentric circles.

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.

UK Training

PARTNER



Blackbird Training Cities

Europe

izmir



Podgorica (Montenegro)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



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)



Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Moscow (Russia)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



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

